# Table of Contents

**Introduction and Overview**  
Using This Guide 2  
Accessing GoSection8.com 3  

**Part I: Primary Features**  
Chapter 1 Using the Dashboard 9  
Rent Reasonable Certifications Block 11  
Rent Comparables Block 12  
Available Unit Listings Block 13  
Savings Summary Block 14  
# of Comparables by Bedroom Size Block 15  
Average Rent by Bedroom Block 16  
Agency Name User Activity (Manage Users) Block 17  
Tenant Search Activity in Last 30 Days (Tenant Search) Block 18  

Chapter 2 Creating a Rent Reasonableness Certification 19  
Step 1: Entering the Subject Property Details 21  
Property Details Block 21  
Family Details Block 26  
Utilities Block 28  
Amenities Block 29  
Analysis Block 30  
Step 2: Completing the Rent Reasonableness Analysis 31  
Subject Property Block 32  
Selected Comparables Block 34  
Certification Block 51  
Certification PDF 55  
Navigating the Certifications Page 61  
Completing Tasks with Certifications 68  

Chapter 3 Review and Approve a Certification 70
<table>
<thead>
<tr>
<th>Chapter 4 Add a Similar Certification</th>
<th>79</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adding a Similar Certification</td>
<td>79</td>
</tr>
<tr>
<td>If Add Similar is Unavailable</td>
<td>83</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 5 Agency Settings</th>
<th>84</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessing Agency Settings</td>
<td>84</td>
</tr>
<tr>
<td>Managing Agency Settings</td>
<td>85</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 6 User Settings</th>
<th>88</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessing User Settings</td>
<td>88</td>
</tr>
<tr>
<td>Managing User Settings</td>
<td>89</td>
</tr>
<tr>
<td>Locating a User to Manage</td>
<td>89</td>
</tr>
<tr>
<td>Editing Existing Users</td>
<td>90</td>
</tr>
<tr>
<td>Deactivating Users</td>
<td>92</td>
</tr>
<tr>
<td>Reactivating a Deactivated User</td>
<td>93</td>
</tr>
<tr>
<td>Adding New Users</td>
<td>94</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 7 Navigating Back to the Old Site</th>
<th>97</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigating to GoSection8.com 1.0</td>
<td>97</td>
</tr>
<tr>
<td>Returning to the Dashboard from the Legacy Site</td>
<td>98</td>
</tr>
</tbody>
</table>

| Part II: Secondary Features             | 99 |

<table>
<thead>
<tr>
<th>Chapter 8 Using the Print List</th>
<th>100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessing the Print List</td>
<td>100</td>
</tr>
<tr>
<td>Filtering Listings in the Print List</td>
<td>101</td>
</tr>
<tr>
<td>Exporting Listings for Print</td>
<td>102</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 9 Flaging Listings</th>
<th>103</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flag a Listing</td>
<td>103</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 10 Certification Summary</th>
<th>106</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessing the Certification Summary Page</td>
<td>106</td>
</tr>
</tbody>
</table>
Filtering Certification Summary Results 107
Exporting Certification Summary Results 108

Chapter 11 Tenant Searches 109
  Accessing the Tenant Search Page 109
  Locating a Specific Tenant to View Activity 110
  Viewing Recent Tenant Activity 111

Chapter 12 Savings Summary 113
  Understanding the Savings Summary 113
  Viewing Additional Savings Details 114

Chapter 13 Request Comparables 115
  Requesting Comparables without Submitting a Certification 115

Chapter 14 Contacting GoSection8 118
  How to Contact Us 118

Appendices 121
  Appendix 1: User Permissions Matrix 122
  Appendix 2: Adjustments 123
  Glossary of Terms 125
  Index 132
Introduction and Overview

Welcome to GoSection8, a breakthrough national rent reasonableness system. Nan McKay and Associates (NMA) have teamed with GoSection8.com to bring this unique web-based rent reasonableness solution to PHAs, integrating the Section 8 Housing Choice Voucher (HCV) rent reasonableness certification process with a comprehensive, private market rental listing service.

GoSection8 has been specifically designed to address several critical and interdependent aspects of the rent reasonableness challenge for PHAs.

- With GoSection8, PHAs can establish and document accurate and defendable rent reasonableness certifications that meet HUD regulatory requirements for rent comparisons based on local comparable unassisted units.
- A simple-to-use dashboard interface guides you through the certification process, providing you with the tools you need to make rational, informed, market-based decisions.
- GoSection8 fine-tunes the rent reasonableness process, allowing adjustments based on the critical market factors that impact rent in your area, ensuring an “apples-to-apples” rent comparison.
- GoSection8 maintains electronic documentation of the entire rent reasonableness certification process, supporting every key decision you make when approving a reasonable rent.
- GoSection8 gathers, organizes, and maintains a database of market-based comparable units. Comparables are generated primarily through a landlord property listing service that captures all of the key information you need for rent reasonableness decisions. The database may also be supplemented with comparables entered by the PHA.
- When conducting rent reasonableness certifications, GoSection8 automatically searches the database to provide you with the best matches for any rent reasonableness certification—reducing time and energy staff spend sifting through data to find the best comps.
- GoSection8 helps interested landlords with vacant units and HCV voucher-holder families to find each other. Through the listing service, landlords may market their units to voucher-holder families. Families have 24 hours a day, 7 days a week, web-based access to landlord listings.
- Drawing on the database of open market listings, PHAs can generate up-to-date customized lists of vacancies in your area to assist families in the search process. You can also track families’ search activity.
Using This Guide

This user manual should give you everything you need to know to maximize your use of GoSection8. After reviewing the log-in process and preliminary information to get you up and running in this introduction and overview, the remainder of the manual will be divided into two parts. Part I of the guide provides information and basic instruction on the primary features of the system—those that are most frequently accessed and utilized, including:

- The GoSection8 Dashboard
- Creating certifications in RentWatch 5
- Reviewing and approving certifications
- Adding similar comparables
- Navigating agency settings
- Managing user settings
- Returning to the GoSection8 legacy site

Part II discusses the use of the site's secondary features, which covers:

- The print list
- Flagging a listing
- The certification summary
- The tenant search
- The savings summary
- Requesting comparables
- Contacting GoSection8.com

You will also find additional references at the end of this guide to help further your understanding of GoSection8, such as a matrix of user roles and permissions, a summary of rent adjustments made by the system, a glossary, and a guide index.

More information and support is available through the GoSection8 Contact Us page.
Accessing GoSection8.com

The GoSection8 rent reasonableness system is web-based. In order to access GoSection8, you must have access to the Internet.

Once you and your PHA have been registered and set-up in the system, you will be able to connect to GoSection8 through any Internet connection—at your own desk, from a workstation in your office or outside your office, or even from home.

To get started, open your web browser and navigate to the following site:

http://www.gosection8.com

We recommend that you “bookmark” this site, or add this Internet address to your list of “favorites” for easy access.

When you enter GoSection8.com, you will see the GoSection8 home page with a login section at the top of the screen. Use your assigned User Name and Password to access the system.
A dialog box will appear. Select the appropriate sign-in selection based on your role using the site (e.g., Landlord/Advertiser, Tenant, or Housing Agency). If you do not yet have an account, you may select **Sign Up**.
You will be directed to the appropriate Sign In page. Enter your user name and password, then click **Login.** If you do not remember your user name or password, you may retrieve them by clicking on **Forgot username or password?** You will be directed to contact your system administrator.
Once you have logged in, the **News** window will appear if any new news has been posted since you last logged in. Scroll through this window to view the news. Click the X in the upper right corner of the window to close it.
The news window displays the 20 most recent news items. You may return to it at any time by clicking on the **News** tab at the top of the screen.

You are now ready to use the dashboard.
Part I: Primary Features
Chapter 1 Using the Dashboard

Once you have logged in, you will arrive at the Dashboard. The Dashboard is the overview page for user activity and will vary depending on the user. It is also the launching point for any action users may take in the application. The Dashboard is comprised of a blue navigation bar at the top of the page where you may choose an action, and several blocks from which certain features can be launched.
To view basic information about any of the blocks, click on the i icon at the top right of each block. A dialog box will appear pointing out the specific features of that block. To close the dialog box, click the X.

The sections that follow provide a basic overview of each block accessible from the Dashboard.
Rent Reasonable Certifications Block

The Rent Reasonable Certifications block is an overview of the total number of certifications in the system. The first number in the block represents the total number of certifications, and the second is a breakdown of those in terms of which were created in RentWatch 5, and the API. The last number represents how many rent reasonable reports have been QC certified (a typical goal is to have 10 percent of all reports QC certified). These numbers are updated daily. Clicking on the Manage button will navigate to the Certifications page, where you can manage your certifications. Clicking on the Create button will take you to RentWatch 5, where you can create new certifications.
Rent Comparables Block

The **Rent Comparables** block displays how many rental comparables are being added in your agency's jurisdiction. In this block, the first number represents the total number of comparables within your jurisdiction, and the following numbers show the number of comparables from the last 12 months and the last 6 months, respectively. The timeframe displayed can be adjusted in the **Agency Settings**.

To request additional comparables, click on the **Request Comparables** button. A window will appear prompting you to enter the required information in order to submit the data request.
Available Unit Listings Block

The **Available Unit Listings** block provides a snapshot of the unit listing activity in your agency's jurisdiction. The Active Listings Total represents the total number of active properties in your jurisdiction. The numbers that follow show the number of active listings added and removed within the last 30 days. These numbers are calculated in real-time from a listings database.

Clicking the **Flag Listing** button will open a window where you can submit information to flag a listing, i.e., report a bad listing or owner to GoSection8.com for removal. Clicking the **Print Listings** button will take you to the **Print List**, where you can export the list to a PDF or excel file.

![Available Unit Listings Block](image-url)
Savings Summary Block

The **Savings Summary** block shows how much money your agency has saved in HAP payments using GoSection8 in the current year. The Total Savings is the dollar amount of total savings for the months within the current year. The number that follows is the Estimated Annual Savings *based on current agency activity*.

Clicking on the **View Summary Report** button will navigate you to the **Certification Summary** page, where you can view a more in-depth report of agency savings.
GoSection8 User Manual

# of Comparables by Bedroom Size Block

The # of Comparables by Bedroom Size block is a graph showing the comparable count by bedroom size. This number is updated every day and is based on a timeframe. The dropdown menu at the top right corner of the block will allow you view totals for within a specified timeframe. You can also contact HA support for detailed reports.

Roll your cursor over any bar to view details.
Average Rent by Bedroom Block

The **Average Rent by Bedroom** block is a graph that shows you the average approved rent of HCV units by bedroom size and compares it to the open market (non-assisted) units as well as the payment standard. In this graph, the blue bars represent average rents in the HCV program, and the orange bars represent rents for non-assisted units.\(^1\) The green lines show the agency's payment standards. The figures in this graph are calculated every day. Roll your cursor over a bar in the graph to view details.

The graph will change based on selections made in from the dropdown menu at the top right of the block. You can select timeframes from 6 months to 5 years in the left dropdown menu, and filter results based on cities within your agency's jurisdiction with the dropdown menu on the right.

\(^1\) Note that the orange bar for unassisted units will not display if the property count is less than 20.
Agency Name User Activity (Manage Users) Block

The **Manage Users** block shows information on recent user activity for the agency. The name of the block is based on the name of your agency. This block displays all users that have access to the site. User activity is calculated in real time. From this block, you can view the last login date and the number of rent reasonable certifications completed. The purpose is to essentially provide you with an idea of the frequency with which users are accessing the system. Click the **Manage Users** link for details.

Only users with **Full Control** can access the Manage Users tools available from this block. Should an unauthorized user click Manage Users, they will be directed to a notification page that takes them back to the dashboard. This is also the case for any pages unauthorized users don't have access to. A full matrix of user roles and permissions can be found as an appendix to this user manual.
Tenant Search Activity in Last 30 Days (Tenant Search) Block

The **Tenant Search Activity in Last 30 Days (Tenant Search)** block displays the tenant search activity on the GoSection8 website in your agency's jurisdiction. It is a graph that shows the number of property views by bedroom size for the most recent 30 days. Total property views are located at the top of the block. Clicking on **Tenant Search** will take you to the **Tenant Search** page, where you can also view activity on specific tenants. As with other graphs on the dashboard, roll your mouse over a bar on the graph to view details.
Chapter 2 Creating a Rent Reasonableness Certification

This section provides a detailed overview of the steps involved and features relevant to creating a rent reasonableness certification. To begin, you will first need to navigate to the Certifications page, which is used for managing certifications created using Rentwatch 5. From the Dashboard, you can do this by clicking the Certifications tab located in the blue banner at the top of the page.
Once you have arrived at the **Certifications** page, click on the green **Create Certification** button at the top right to launch RentWatch 5, the rent reasonableness application.

You can also launch RentWatch 5 to create a new certification by clicking the green **Create** button in the **Rent Reasonable Certifications** block on the Dashboard.

What follows are step-by-step instructions for creating a certification in RentWatch 5.
Step 1: Entering the Subject Property Details

Upon entering RentWatch 5, you will be prompted to enter the details for the subject property in the required fields. This is the first step in creating a new certification.

The subject property details page is divided into several blocks: Property Details, Family Details, Utilities, and Amenities.

**Property Details Block**

In the **Property Details** block, you can either enter the address automatically or manually. For entering automatically, you can enter a partial address in the Address field, then choose the desired address from the Google dropdown menu. Once the address is selected from the dropdown, existing public details on the address will autopopulate the majority of the remaining fields on the page, and an overview of the property will appear at the bottom of the block. You can also select **Enter manually** to fill in all of the cells manually (cells will not autopopulate).
Cells autopopulate once the address is selected from the dropdown menu where the information exists in public records. Note, however, that the number of bedrooms is never autopopulated, so you will always be required to fill this out.

You will also need to fill out any other required fields that have not been populated in the absence of public records information. If any of the information is incorrect, you may also edit the fields.
If the **Property Type** information is incorrect or absent, a dropdown menu will allow you to select between several housing types.

![Property Type Dropdown](image1.png)

The **Quality/Condition** dropdown can adjust the rent by a percentage based on the condition of the property: Unknown does nothing, Poor condition deducts 10%, Fair deducts 5%, Average does nothing, Above Average adds 5%, and Excellent adds 10%. You may choose to adjust this accordingly, or leave alone based on prior information.

![Quality/Condition Dropdown](image2.png)
The **Utility Schedule** dropdown allows you to select the appropriate schedule for the city in your agency’s jurisdiction. Once again, you may choose to adjust this if incorrect, or leave alone if autopopulated correctly.

![Utility Schedule](image)

Enter the dollar amount of the requested rent in the **Requested Rent** field.

![Requested Rent](image)

There are various tabs in the **Overview** section of the **Property Details** block. Selecting the **Map** tab will show the location of the property on a map.

![Map tab](image)
Selecting the **Street View** tab will show the street view of the property.

If public records are available, you can view them using the **Public Records** tab. Note that if public records are not available, the tab will not appear. Scroll down to see all available information.
Finally, the **Address Verification** tab displays information as to whether the property's address has been verified and confirmed. Scroll down to see all available information.

![Address Verification](image)

Once you have reviewed all of the information in the **Property Details** block, you can then move on to **Family Details**.

**Family Details Block**

In the **Family Details** block, enter the family name, the number of bedrooms on the voucher (**Voucher Beds**), and the client reference, if any. Note that **Voucher Beds** is a required field.

![Family Details](image)
Once you fill in the **Voucher Beds** field, the block gives you the option to calculate a HAP report by selecting **Calculate HAP**.

When **Calculate HAP** is selected, you can select the **Voucher Type** (regular, project-based, or shared unit) and the **Contract Type** (new or rent adjustment) by clicking the appropriate radio buttons. The **Minimum Rent** field will be autopopulated based on your agency's market assumptions (set using the Go8 legacy site). You will also need to enter the family's **Annual Gross Income** and **Annual Adjusted Income** into the required fields.

Once all required information is entered, you can then move on to the **Utilities** block.
Utilities Block

In the Utilities block, utilities are autopopulated, and are based on either market assumptions or on a previous certification. It will display at the top of the block whether utilities are based on a prior certification and when that certification was done, or whether based on market assumptions.

Use the dropdown menus if manually entering information or correcting autopopulated data. Select the utility source or type (e.g., electric, natural gas, etc.) in the menu. Use the radio buttons to manually select whether each utility is paid by the owner or the tenant.
Once all of the information in the **Utilities** block looks correct, you can move on to the final block in Step 1, **Amenities**.

**Amenities Block**

Like the **Utilities** block, fields in the **Amenities** block will be autopopulated from the previous certification, but you may modify these if needed by clicking the various boxes. You may also use the dropdown menu to select the Parking type.

After selecting the appropriate amenities, you are ready to **Analyze**.
Analysis

Once you have entered and reviewed all required information in each of the blocks on the page, click **Analyze** to submit the information and move on to **Step 2** of the certification process.

Note: You can also go to the next step by clicking **Analysis** near the top right of the page, and then selecting **Summary** in the dropdown. Either way, you will be navigated to the **Summary** page.

If you have forgotten to enter information into any of the required fields, a pink bar will display at the top of the page with a notification about which missing information would need to be completed before continuing.
Step 2: Completing the Rent Reasonableness Analysis

After completing Step 1 and clicking the Analyze button, you will be taken to the Summary page where you can complete Step 2 of the certification process. A banner will appear at the top of the new page if any previous certifications have been created for the same address. You can click the blue link in the banner to view any previous certifications for the property. The banner will disappear after a few seconds.

The new page will also display whether the rent is reasonable. If the rent is reasonable, the text will display that it is reasonable in green. If the rent is not reasonable, the text will display in red. The Estimated Market Rent will display directly below that text.
There are three blocks on the Summary page that you will use to complete Step 2 of the rent reasonableness certification: the Subject Property block, the Selected Comparables block, and the Certification block.

Subject Property Block

The Subject Property block displays the property address and other essential property information, such as the requested rent, the number of bedrooms and bathrooms, the property type, the square footage, and the year built. If previous certifications exist, a Previous Certifications button, along with the number of previous certifications, will display in the upper right corner of the block. Click on this button to view any previous certifications.
Clicking the **Previous Certifications** button has the same function as clicking the blue link from the banner that displayed when the **Summary** page initially launched. When clicked, a new window will appear displaying a list of previous certifications. The list shows the requested/approved rent for the property, the number of bedrooms/bathrooms, the username of the certifier, and the certification date. Scroll down to see all certifications available. To view any of the certifications, click **View**, and a [PDF report](#) for that certification will appear. To close the list, click the **X** at the top right of the window.

![Previous Certifications Table]

Click here to exit

Scroll down to see more
Selected Comparables Block

The **Selected Comparables** block displays the number of comparables your agency has autoselected in the Agency Settings. The block will display 3, 6, or 9 comparables depending on what your agency has specified. The block lists the addresses of each comparable unit, and displays relevant information about each property, such as the requested and adjusted rents, the number of bedrooms and bathrooms, the housing type, square footage, year built, and distance from the subject property. It also indicates the percentages of similarity and credibility to the subject property.

![Selected Comparables Example](image)

Note that the bars displaying the percentages of similarity and credibility will change color depending on the percent: **90 percent and above displays as green, 80-89 percent as yellow, and below 80 percent as red.**

---

2 Note that for purposes of this manual the Agency Settings are set to display 3 comparables, although in your own settings this number may differ.
The Comp Card

For each property in the Selected Comparables block, the property address is linked blue. Clicking the link for a comparable's address will bring up a window called a **Comp Card**.

The **Comp Card** is a window containing all information about the comparable property in one place. This includes all of the information contained in the comparable list on the Selected Comparables block in the **Details** section, in addition to other special features in the **Overview, Adjustments, Utilities, and Amenities** sections.
In the **Overview** section, you can view where the property is located. Map and Street View options can be shown.

The **Adjustments** section displays any adjustments that are being made to the comparable. Utility adjustments are based on your agency's utility schedule. Amenity adjustments are based on your agency's market assumptions.³

³ A full breakdown of adjustments is available in Appendix 2 at the end of this manual.
The **Utilities** section lists the utilities for the unit and who pays them.

<table>
<thead>
<tr>
<th>Utilities</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cooking Fuel Paid By:</strong> Tenant</td>
<td><strong>Hot Water Paid By:</strong> Tenant</td>
</tr>
<tr>
<td><strong>Cooking Fuel Type:</strong> Electric</td>
<td><strong>Hot Water Type:</strong> Electric</td>
</tr>
<tr>
<td><strong>Cooling System Paid By:</strong> Tenant</td>
<td><strong>Water Paid By:</strong> Tenant</td>
</tr>
<tr>
<td><strong>Cooling System Type:</strong> Central</td>
<td><strong>Water Type:</strong> City</td>
</tr>
<tr>
<td><strong>Heating System Paid By:</strong> Tenant</td>
<td><strong>Sewer Paid By:</strong> Tenant</td>
</tr>
<tr>
<td><strong>Heating System Type:</strong> Central</td>
<td><strong>Sewer Type:</strong> Unknown</td>
</tr>
<tr>
<td><strong>Heating Fuel Type:</strong> Electric</td>
<td><strong>Other Electricity Paid By:</strong> Tenant</td>
</tr>
</tbody>
</table>

Finally, the **Amenities** section lists the unit’s amenities.

<table>
<thead>
<tr>
<th>Amenities</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Indoor</strong></td>
<td><strong>Outdoor</strong></td>
</tr>
<tr>
<td><strong>Ceiling Fan:</strong> No</td>
<td><strong>Pool:</strong> Unknown</td>
</tr>
<tr>
<td><strong>Dryer:</strong> Yes</td>
<td><strong>Parking:</strong> Unknown</td>
</tr>
<tr>
<td><strong>Washer:</strong> Yes</td>
<td><strong>Maintenance</strong></td>
</tr>
<tr>
<td><strong>Kitchen</strong></td>
<td><strong>Lawn:</strong> No</td>
</tr>
<tr>
<td><strong>Dishwasher:</strong> Yes</td>
<td><strong>Pest Control:</strong> No</td>
</tr>
<tr>
<td><strong>Garbage Disposal:</strong> No</td>
<td><strong>Trash:</strong> Yes</td>
</tr>
<tr>
<td><strong>Microwave:</strong> No</td>
<td></td>
</tr>
<tr>
<td><strong>Refrigerator:</strong> Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Stove:</strong> Yes</td>
<td></td>
</tr>
</tbody>
</table>
Click Close in the upper right corner of the Comp Card to return to the Selected Comparables block.

Show/Hide Adjustments

In addition to being able to view adjustments in the Comp Card, you also have the option to show or hide adjustments for each comparable on the Selected Comparables block. To show adjustments, click the Show Adjustments link next to the adjustment figure displayed at the bottom left of the comparable entry.
Click **Hide Adjustments** to collapse them.

![Image of GoSection8 User Manual](image)

**Adding or Removing Comparables**

To see more than the number of comparables autoselected, click the green **View More Comparables** button at the top right of the Selected Comparables block.

![Image of GoSection8 User Manual](image)
You will be navigated to the **Map** page, where you will be able to add or remove comparables. On this page, you will see a map with comparables showing on the left side of the page, and a list of comparables on the right side. Additional possibilities for comparables are shown in the same format as the Selected Comparables using the **List** tab. You can filter results in the list by clicking the **Filters** button at the top right of the page.

**List tab is selected and comps are listed below the subject property**

**Click here to filter results in list**
Click the appropriate boxes to apply filters, and/or enter the listing date by clicking in the date fields and selecting a date from the calendar. Click **Apply Filters** to apply the filters to the comparables list, or cancel to return to the **Map** page without applying filters.

Note that property type groups can be personalized in your agency's market assumptions. That is, in the market assumptions, your agency can set various property types as “similar” and no adjustments will be made for property type among the selections within the group.
Once you have applied any filters, scroll down the list to see the currently **Selected Comparables** in addition to several **Unselected Comparables**.
To add a new comparable that has not yet been selected, scroll down the list until you reach the **Unselected Comparables**. You have the option to sort them by Best Match, Distance, Lowest Rent, and Highest Rent using the dropdown menu at the start of the **Unselected Comparables** list. Click the **Add** button on the right side of the entry to add the comparable to the **Selected Comparables** list.

Click the **Remove** button next to a selected comparable to remove it from the **Selected Comparables** list.
You may only have up to nine comparables selected at any given time.\(^4\) However, you can add or remove a comparable as many times as you wish.

Note that every time you add another comparable (or add one back that was previously deleted), the Estimated Market Rent displayed at the top of the screen will update based on the change. Additionally, if the requested rent is reasonable, it will display in green at the top left of the screen. If the rent is not reasonable, it will display in red.

\(^4\) Remember, the number of comparables selected prior to adding or removing comparables is specified in the Agency Settings.
On the right side of the page, next to the List tab, is the Chart tab. Clicking the Chart tab will display a chart displaying the number of units by average rent amount in the city, county, and specified radius on the map on the left side of the screen. The chart shows where the payment standard falls within the range using a dotted yellow line, and a blue dotted line for the requested rent amount.

---

Click on the Chart tab to view the chart

Yellow line show's agency's payment standard
GoSection8 User Manual

You can print or download the chart by clicking the options icon at the top right. A dropdown menu will allow you to select the option to print or download in various formats.

Note that to save or modify the list of comparables, you must return to the List tab.

Click here to print or download the chart

Click here to return to the list tab
On the left side of the Map page is a map. The map shows where each selected and unselected comparable is located with respect to the Subject Property using a dot on the map within the range of 1.75 miles. The Subject Property is shown as a blue dot with as S in the middle, and other properties are colored based on their similarity and credibility as in the list (green, yellow, or red). Selected Comparables are marked with a check mark.

**Approved Rent is Reasonable**  The Estimated Market Rent is $2,599.37
The tool bar on the left side of the map allows users to zoom in and out, to draw additional circles to reflect a new area, or manually draw an area. Click the + button to zoom in on the map, and the − button to zoom out.

Click the circle with the arrows to draw a new circle area. Click the part of the map you would like to include in your area and hold down the button as you drag to create a new circle. Release the button to finish.
Click on the pencil icon to draw a shape manually. Click and hold down the button as you drag to draw a shape. Release the button to finish.

The List and Chart will be updated to reflect whatever you draw on the map.

To remove a drawn shape, click the bar that says **Click here to remove all drawn shapes from the map** at the top of the map section.
For additional help on the Map page, click the **Help** button near the top right side of the page. This will open a new window that contains tool tips and an explanation of the map's features. Scroll down to see more info. To close the Help window, just click **Close** on the top right corner.

Once you have finished with the Map page, you have two options: you can either return to the **Summary** page or **Save and Finish Later**. If you need more time to complete the certification while adding or removing comparables, click the green **Save and Finish Later** button, which is located at the top right of the comparables list. Doing this will take you back to the **Certifications** page, where the certification will be saved as a **Work In Progress**.
If you would like to continue your certification and return to the **Summary** page, go up to the **Analysis** tab at the top right of the page and select **Summary** from the dropdown menu.

### Certification Block

On the **Summary** page, the next block following the **Selected Comparables** block is the **Certification** block. In the Certification block, you can view your rent reasonable analysis.
In the breakdown on the left of the block, the Estimated Market Rent is chosen based on Agency Settings. Your agency has the option to choose low, average, median, and high in its settings, so the Adjusted Rent Reasonable Range will be adjusted depending on what your agency has chosen. The breakdown also displays the Requested Rent and the Max Rent Allowed.  

The **Approved Rent** must be entered in. Once you have done this, the Approved Rent will appear as a black dotted line on the graph on the right side of the block. The graph illustrates the difference between the requested and estimated market rents by rent amounts. As with the Dashboard graphs, scroll over any bar on the graph to see details.

---

5 The Max Rent Allowed is calculated based on the family’s income information along with other factors affecting reasonableness.
You can print or download the graph by clicking the menu icon at the top right of the graph. From the dropdown menu, you can select Print Chart to print, or download the chart in various formats.

If you enter an amount that is too high into the Approved Rent cell, you will be notified that the approved rent is higher than the requested rent in red underneath where the approved rent is listed. The graph will also be adjusted showing the bars in red instead of green, and the black dotted line showing above the bars. Bars will be displayed as red whenever the approved rent is higher than the amount in the bar.
Below the rent breakdown and graph in the Certification block, the Date is autopopulated and there is a space to enter Comments. Comments are not required, but should you choose to add them, click into the field and type. They will be displayed as part of the PDF for the certification.

At the bottom of the Certification block you again have the option to **Save and Finish Later** by clicking the gray button at the bottom left, or to finish the certification by clicking the green **Sign and Certify** button at the bottom right of the block.

After clicking **Sign and Certify**, your certification will be complete.
Certification PDF

Once you have signed and certified, the certification is generated and the certification PDF will open up in a new tab. The PDF will of the certification contains all of the information about the certification, including the map, graphs showing the local market analysis and rent reasonable analysis, and comments discussing each selected comparable. When there is a HAP calculation, there will be another page on the PDF describing the breakdown of the HAP calculation. Scroll through the pages to view all information.
The first page of the certification PDF lists succinctly all of the information regarding the subject property and selected comparables in terms of **Location, Size, Type, Age, Condition and Quality, Utilities, Maintenance, Amenities, and Rent Adjustments**, including a **Comparable Breakdown** near the bottom left.

### Rent Reasonable Valuation

<table>
<thead>
<tr>
<th>Subject</th>
<th>Comparable 1</th>
<th>Comparable 2</th>
<th>Comparable 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>7998 Fairway Trl</td>
<td>341 Oregon Ln</td>
<td>280 Oregon Ln</td>
</tr>
<tr>
<td>City</td>
<td>Boca Raton 33487</td>
<td>Boca Raton 33487</td>
<td>Boca Raton 33487</td>
</tr>
<tr>
<td>Subdivision</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proximity to Subject</td>
<td>0.2</td>
<td>0.15</td>
<td>0.22</td>
</tr>
<tr>
<td>Adjustment</td>
<td>Similar / Adj.: $0.00</td>
<td>Similar / Adj.: $0.00</td>
<td>Similar / Adj.: $0.00</td>
</tr>
<tr>
<td>Size</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bed/Baths</td>
<td>3/3</td>
<td>3/2</td>
<td>3/2</td>
</tr>
<tr>
<td>Sq. Ft.</td>
<td>1684</td>
<td>1644</td>
<td>1699</td>
</tr>
<tr>
<td>Adjustment</td>
<td>Inferior / Adj.: $45.00</td>
<td>Inferior / Adj.: $235.80</td>
<td>Inferior / Adj.: $222.30</td>
</tr>
<tr>
<td>Property Type</td>
<td>house</td>
<td>house</td>
<td>house</td>
</tr>
<tr>
<td>Adjustment</td>
<td>Similar / Adj.: $0.00</td>
<td>Similar / Adj.: $0.00</td>
<td>Similar / Adj.: $0.00</td>
</tr>
<tr>
<td>Year Built</td>
<td>1994</td>
<td>1995</td>
<td>1979</td>
</tr>
<tr>
<td>Adjustment</td>
<td>Similar / Adj.: $0.00</td>
<td>Similar / Adj.: $0.00</td>
<td>Similar / Adj.: $0.00</td>
</tr>
<tr>
<td>Condition &amp; Quality</td>
<td>Average</td>
<td>Similar / Adj.: $0.00</td>
<td>Similar / Adj.: $0.00</td>
</tr>
<tr>
<td>Utilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heat</td>
<td>Electric / Tenant</td>
<td>Electric / Tenant</td>
<td>Electric / Tenant</td>
</tr>
<tr>
<td>Hot Water / Paid By</td>
<td>Electric / Tenant</td>
<td>Electric / Tenant</td>
<td>Electric / Tenant</td>
</tr>
<tr>
<td>Cooking / Paid By</td>
<td>Electric / Tenant</td>
<td>Electric / Tenant</td>
<td>Electric / Tenant</td>
</tr>
<tr>
<td>Sewer Type / Paid By</td>
<td>Public Sewer / Tenant</td>
<td>Unknown / Tenant</td>
<td>Unknown / Tenant</td>
</tr>
<tr>
<td>Water Type / Paid By</td>
<td>City Water / Tenant</td>
<td>City Water / Tenant</td>
<td>City Water / Tenant</td>
</tr>
<tr>
<td>Lights / Other Electric</td>
<td>Tenant</td>
<td>Tenant</td>
<td>Tenant</td>
</tr>
<tr>
<td>Adjustment</td>
<td>Similar / Adj.: $0.00</td>
<td>Similar / Adj.: $0.00</td>
<td>Similar / Adj.: $0.00</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Trash</td>
<td>Trash</td>
<td>Trash</td>
</tr>
<tr>
<td>Adjustment</td>
<td>Similar / Adj.: $0.00</td>
<td>Similar / Adj.: $0.00</td>
<td>Similar / Adj.: $0.00</td>
</tr>
<tr>
<td>Amenities</td>
<td>Refrigerator, Stove</td>
<td>Washer, Dryer, Dishwasher, Refrigerator, Stove</td>
<td>Washer, Dryer, Dishwasher, Microwave, Pool, Refrigerator, Stove, Security System, Fenced Yard</td>
</tr>
<tr>
<td>AC</td>
<td>Central</td>
<td>Central</td>
<td>Central</td>
</tr>
<tr>
<td>Heat</td>
<td>Central</td>
<td>Central</td>
<td>Central</td>
</tr>
<tr>
<td>Parking</td>
<td>2 - Car Garage</td>
<td>Unknown</td>
<td>None</td>
</tr>
<tr>
<td>Exterior Features</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lot Size</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adjustment</td>
<td>Superior / Adj.: -$55.00</td>
<td>Superior / Adj.: -$30.00</td>
<td>Superior / Adj.: -$60.00</td>
</tr>
<tr>
<td>Rent Adjustments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Source</td>
<td>Internet Listing</td>
<td>Internet Listing</td>
<td>Internet Listing</td>
</tr>
<tr>
<td>Date Rented</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listing Status</td>
<td>Rented</td>
<td>Rented</td>
<td>Rented</td>
</tr>
<tr>
<td>Asking Rent</td>
<td>$2,000.00</td>
<td>$2,450.00</td>
<td>$2,590.00</td>
</tr>
<tr>
<td>Actual Rent</td>
<td>$2,000.00</td>
<td>$2,450.00</td>
<td>$2,590.00</td>
</tr>
<tr>
<td>Adjustment</td>
<td>($100.00)</td>
<td>$205.80</td>
<td>$162.30</td>
</tr>
<tr>
<td>Adjusted Monthly Rent</td>
<td>$2,440.00</td>
<td>$2,795.80</td>
<td>$2,562.30</td>
</tr>
</tbody>
</table>

### Comparable Breakdown

- 6,713 Recent comparables in jurisdiction
- 4,219 Similar 3 bedroom comparables in Palm Beach
- 849 Similar 3 bedroom comparables in Boca Raton
- 6 Within 0.25 miles

### Certification

1 (we) estimate the monthly market rent of the subject as of 08/18/2016 12:00:00 AM to be

Certificate ID: B23257E5-9F29-4CF2-AE83-50215C72345C
Certification Date: 2016-08-18
Also at the bottom of left of the first page, the **Certification** box shows the rent range, the requested rent amount, and the approved rent, in addition to the signature of the person who completed the certification. The signature appears here as the username of whoever had logged in. When the certification is QC certified, the signature will in this box as well.

The second page shows a graph of the **Local Market Analysis**, followed by the map from the Map page.
The third page lists the comparables and relevant comments regarding the comparables.

<table>
<thead>
<tr>
<th>Comparable 1</th>
<th>$2,440.00</th>
<th>98.10% Very Similar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comparable 2</td>
<td>$2,795.80</td>
<td>88.90% Somewhat Similar</td>
</tr>
<tr>
<td>Comparable 3</td>
<td>$2,562.30</td>
<td>90.79% Very Similar</td>
</tr>
</tbody>
</table>

Comments on market data, property condition, recent improvements, general market conditions, final reconciliation of market rent, or any rent concessions:

Comparable 1:
- Full bath count for comparable is inferior to subject ($45.00 adjustment)
- Dish washer for comparable is superior to subject (-$15.00 adjustment)
- Washer for comparable is superior to subject (-$20.00 adjustment)
- Dryer for comparable is superior to subject ($20.00 adjustment)
- Total adjustment for this property is ($10.00)

Comparable 2:
- Living area for comparable is inferior to subject ($190.80 adjustment)
- Full bath count for comparable is inferior to subject ($45.00 adjustment)
- Dish washer for comparable is superior to subject (-$15.00 adjustment)
- Pool for comparable is superior to subject (-$25.00 adjustment)
- Washer for comparable is superior to subject (-$20.00 adjustment)
- Dryer for comparable is superior to subject ($20.00 adjustment)
- Parking for comparable is inferior to subject ($55.00 adjustment)
- Total adjustment for this property is $205.80

Comparable 3:
- Living area for comparable is inferior to subject ($177.30 adjustment)
- Full bath count for comparable is inferior to subject ($45.00 adjustment)
- Microwave for comparable is superior to subject ($5.00 adjustment)
- Dish washer for comparable is superior to subject (-$15.00 adjustment)
- Washer for comparable is superior to subject (-$20.00 adjustment)
- Dryer for comparable is superior to subject ($20.00 adjustment)
- Total adjustment for this property is $162.30

This rent reasonable certification is based on information provided by others and/or obtained from outside sources. No opinion, warranty, or guarantee of the reliability of the data relied upon is implied or expressed by the use of that data herein, and GoSection8.com does not warrant the correctness of the data. All Data should be verified by the RR Certifier for accuracy.
The **HAP Calculations** are located on the last page of the PDF. This page shows the income information, HAP calculations, and what your agency is willing to pay in utilities based on the unit.

### Housing Assistance Payment Summary

<table>
<thead>
<tr>
<th>Family Name</th>
<th>new</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Address and Apt #</td>
<td>7998 Fairway Trl</td>
</tr>
<tr>
<td>City, State, Zip</td>
<td>Boca Raton, FL 33487</td>
</tr>
<tr>
<td># Bedrooms</td>
<td>3</td>
</tr>
<tr>
<td>Census Tract</td>
<td>0</td>
</tr>
<tr>
<td>Parcel ID</td>
<td>0</td>
</tr>
</tbody>
</table>

### Payment Standard Information

| Voucher bedroom size | 3 |
| Payment Standard | $1,900.00 |
| Payment Standard Version | 2016-05-30 |

### Income Information

| Minimum Rent | $0.00 |
| Monthly Gross Income | $1,033.00 |
| Monthly Adjusted Income | $833.00 |

### Utility Allowance

#### Utility Allowance Schedule

<table>
<thead>
<tr>
<th>Palm Beach</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Utility Service</th>
<th>Cost Per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Conditioning</td>
<td>$10.00</td>
</tr>
<tr>
<td>Cooking</td>
<td>$10.00</td>
</tr>
<tr>
<td>Heating</td>
<td>$10.00</td>
</tr>
<tr>
<td>Other Electric</td>
<td>$10.00</td>
</tr>
<tr>
<td>Range</td>
<td>$0.00</td>
</tr>
<tr>
<td>Refrigerator</td>
<td>$0.00</td>
</tr>
<tr>
<td>Sewer</td>
<td>$10.00</td>
</tr>
<tr>
<td>Trash</td>
<td>$0.00</td>
</tr>
<tr>
<td>Water</td>
<td>$10.00</td>
</tr>
<tr>
<td>Water Heating</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

**Total Utility Allowance** $70.00

### HAP Calculations

| Total Tenant Payment | $250.00 |
| Tenant Rent To Owner | $263.00 |
| HAP Subsidy | $1,650.00 |
| Utility Reimbursement | $0.00 |
| Rent Approved | $1,913.00 |
| Payment Standard | $1,900.00 |
| Gross Rent | $1,983.00 |
| Family's Rent Burden | 40.00 % |
| Maximum TT Contribution | $333.00 |

Finally, the **Rent Reasonable Analysis** and accompanying graph from the Summary page appear at the end of the last page.
Close the tab to navigate to the **Certifications** page, which lists all certifications that have been QC certified, completed, or are currently in progress. When you sign and certify, the previous tab in your browser will have navigated here from the Summary page and remained open.
Navigating the Certifications Page

When you have completed a certification, or if you have saved a certification in progress, it will appear in the certifications listed on the **Certifications** page. If you have just completed a certification, you will arrive on this page after you have closed the certification PDF. If you are navigating here from the Dashboard, click the **Certifications** tab in the blue banner at the top of the page.

The **Certifications** page is used for managing certifications created using RentWatch 5, although certifications created using the Go8 legacy website will also appear here.
Certifications are listed in rows consisting of 14 columns. Information displayed in each column includes:

- Certifier
- Address
- Unit number
- Housing type
- Bedrooms/bathrooms
- Reference number, if any
- Family name
- Requested rent
- Approved rent
- Difference between requested and approved rent
- Maximum rent
- Estimated market rent
- Date completed, saved, or QC certified
- Action dropdown menu

```
<table>
<thead>
<tr>
<th>Certifier</th>
<th>Address</th>
<th>Unit</th>
<th>Type</th>
<th>Bed / Bath</th>
<th>Reference #</th>
<th>Family Name</th>
<th>Req. Rent</th>
<th>Apr. Rent</th>
<th>Diff</th>
<th>Max Rent</th>
<th>Est. Market Rent</th>
<th>Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>GO Demo</td>
<td>7250 W Endway Tr</td>
<td>House</td>
<td>3</td>
<td>3</td>
<td></td>
<td></td>
<td>$2000.00</td>
<td>$1913.00</td>
<td>$87.00</td>
<td>$1913.00</td>
<td>Completed 06/15/2016</td>
<td>View PDF</td>
<td></td>
</tr>
<tr>
<td>GO Demo</td>
<td>1539 5th St N</td>
<td>Duplex</td>
<td>5</td>
<td>3</td>
<td>John Doe</td>
<td></td>
<td>$2250.00</td>
<td>$1901.00</td>
<td>$349.00</td>
<td>$1901.00</td>
<td>Completed 06/15/2016</td>
<td>View PDF</td>
<td></td>
</tr>
<tr>
<td>GO Demo</td>
<td>1300 N Federal Sy</td>
<td>Apt</td>
<td>2/1</td>
<td>1</td>
<td>Tenant</td>
<td></td>
<td>$1507.00</td>
<td>$0.00</td>
<td>$1507.00</td>
<td>$1507.00</td>
<td>Work in Progress 06/18/2016</td>
<td>View PDF</td>
<td></td>
</tr>
<tr>
<td>GO Demo</td>
<td>5500 E 5th Ave</td>
<td>Apt</td>
<td>2/1</td>
<td>1</td>
<td>Tenant</td>
<td></td>
<td>$1500.00</td>
<td>$1500.00</td>
<td>$0.00</td>
<td>$1500.00</td>
<td>Completed 06/12/2016</td>
<td>View PDF</td>
<td></td>
</tr>
<tr>
<td>GO Demo</td>
<td>5540 N 5th Ave</td>
<td>Apt</td>
<td>2/2</td>
<td>1</td>
<td>RODRIGUEZ</td>
<td></td>
<td>$1000.00</td>
<td>$1000.00</td>
<td>$0.00</td>
<td>$1000.00</td>
<td>Completed 06/12/2016</td>
<td>View PDF</td>
<td></td>
</tr>
<tr>
<td>GO Demo</td>
<td>2330 W 1st Ave</td>
<td>Apt</td>
<td>4/2</td>
<td>2</td>
<td>RODRIGUEZ</td>
<td></td>
<td>$500.00</td>
<td>$500.00</td>
<td>$0.00</td>
<td>$500.00</td>
<td>Completed 06/11/2016</td>
<td>View PDF</td>
<td></td>
</tr>
<tr>
<td>GO Demo</td>
<td>7500 N 4th Ave</td>
<td>Apt</td>
<td>3/2</td>
<td>2</td>
<td>RODRIGUEZ</td>
<td></td>
<td>$600.00</td>
<td>$600.00</td>
<td>$0.00</td>
<td>$600.00</td>
<td>Completed 06/13/2016</td>
<td>View PDF</td>
<td></td>
</tr>
</tbody>
</table>
```

Note that the Date column lists the date for one of three possible states for the certification:

- **Completed** – the column will list the date the certification was completed, i.e., signed by an RR Certifier
- **Work In Progress** – the column will list the date the unfinished, unsigned certification was last saved in RentWatch 5
- **QC Certified** – the column will list the date the certification was signed by both the QC Certifier and the RR Certifier

<table>
<thead>
<tr>
<th>Apr. Rent</th>
<th>Diff.</th>
<th>Max Rent</th>
<th>Est. Mrkt. Rent</th>
<th>Date</th>
<th>View PDF</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1913.00</td>
<td>$87.00</td>
<td>$1913.00</td>
<td>$2599.37</td>
<td>Completed 08/18/2016</td>
<td></td>
</tr>
<tr>
<td>$1901.00</td>
<td>$389.00</td>
<td>$1901.00</td>
<td></td>
<td>Completed 08/16/2016</td>
<td></td>
</tr>
<tr>
<td>$0.00</td>
<td>$1.00</td>
<td>$0.00</td>
<td></td>
<td>Work In Progress 08/16/2016</td>
<td></td>
</tr>
<tr>
<td>$1500.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td>Completed 08/12/2016</td>
<td></td>
</tr>
</tbody>
</table>

**Note the status of the certification in the date column**
To locate specific certifications or narrow the list, you can apply several filters at the top of the page. You can filter by **Certifier** using the dropdown menu on the top left.

You can filter by family name and address by entering either a full or partial name or address into the **Family Name** or **Address** fields.
You can filter by **Date Range** by clicking into the date fields and selecting dates from the calendar. The system will not allow the start date to be later than the end date, or the end date to be earlier than the start date.

---

6 Start and end dates are required fields and may only be accessed from the calendar.
You can also use the **More Filters** button to further filter by Certification Status (QC Certified, Work in Progress, or Completed) using the dropdown menu, by Reference Number by entering it into the field, by Property Type by using the dropdown menu, or by bed, bath, and zip code by entering information into the fields. These filters can be applied by clicking **Update Search**, and cleared by clicking **Clear**.
You can export any list, filtered or unfiltered, to PDF or Excel using the Export dropdown button near the top right of the page. Click the button, then select the format to which you would like to export.

If you are looking for a specific certification, once you have applied any filters, scroll through the listed certifications to find it. Use the page numbers or click Next to move on to the next page in the list.

Once you have located the specific certification, you can use the View PDF button and dropdown menu on the right of the entry to perform a variety of tasks for the certification.
Completing Tasks with Certifications

View PDF Link and Dropdown Menu

To view the PDF for the certification, for example, click the blue View PDF text. A PDF like the one that is generated upon certification completion will appear.

Note that you can generate a PDF for a certification for all certification states—regardless of whether the certification is Completed, a Work In Progress, or QC Certified.

Clicking the dropdown arrow on the right side of the button will display options for different actions you can take regarding the certification. These options will vary depending on your user role and permissions, and the status of the certification.

Works in Progress

If the certification is a Work In Progress, the dropdown menu can be used to continue or finish the certification. Click the dropdown arrow, then select Finish Certification. This will bring you back to the Summary page, or Step 2 of the certification.

You also have the option to delete certifications by selecting Delete.
Completed Certifications

For **Completed** certifications, the dropdown menu will allow **Full Control** users to **Review and Approve** certifications, and for other users to **Add Similar** or **Delete**. These options will be covered in detail in subsequent chapters. Click the arrow and select the option from the dropdown menu.

For **Advanced Rent Reasonable (RR) Certifiers**, the dropdown will show the **Edit Certification** option in the dropdown in the place of **Review and Approve**.

If your agency's settings have been changed and the comparables used in a previous certification don’t comply with the updated settings, the Add Similar link is disabled—a notification will appear when your mouse is over the link.

Users also have the ability to use the **Delete** link to delete a certification (soft delete in DB).

QC Certified Certifications

For certifications that have been **QC Certified**, **Full Control** users will have the options **QC Approved**, **Add Similar**, and **Delete** in the dropdown menu. Click the arrow and select the option from the dropdown.
Chapter 3  Review and Approve a Certification

Full Control users have the ability to Review and Approve certifications. To review and approve a certification, navigate to the Certifications page and follow the steps outlined in the previous chapter to locate the certification. Note that only Completed and Work In Progress certifications have the option to Review and Approve. Certifications that have already been QC Certified will have already been reviewed, so this function will be disabled.

When you have located the certification you would like to review and approve, click on the View PDF dropdown menu on the right of the entry. Then select Review and Approve. If you are an Advanced RR Certifier, click Edit Certification. Clicking Edit Certification functions the same as Review and Approve.

A new page will appear. This is called the Compare Form. All of the information for the subject property and each comparable property you will use to complete your review is displayed on this page in its own block in a column format. Beneath the block with the columns is where you will sign and approve the certification.

You may return to the Certifications page at any time by clicking Certifications at the top left of the page.
Reviewing Information

The information contained in the first block on the Compare Form you will use for your review is organized into four columns. The Subject Property is located in the left column, and the three comparable properties are displayed in the columns to the right. The similarity and credibility for comparable properties are shown at the top of each column.

The information for each column is organized in blocks for Location, Details, Type, Utilities, Maintenance, Amenities, Quality and Condition, and Rent Adjustments. Scroll down to see all information displayed on the page.

You can also view a quick overview of the details for each property by clicking on the Property Details link in each corresponding column.
Clicking **Property Details** will bring up a new window called the **Subject Card**. The **Subject Card** is similar to the **Comp Card**, and contains all of the same information: property details, location, adjustments, utilities, and amenities, in addition to a map function with map view and street view. The address of the property will be displayed at the top of the Subject Card. Scroll down to see all information. Click the **X** to return to the Compare Form.

![Subject Card](image)

When you have returned to the Compare Form, review all of the information on the page for the subject property and each comparable property to determine proper comparability. You can make any changes by entering information into designated fields, using dropdown menus, and clicking the appropriate buttons and boxes.
The Subject Property column will already contain editable fields for any changes you find are needed during your review. However, to edit information for any of the comparables, you will need to click the **Edit** link at the top of the comparable property’s column.

When you click **Edit** for one comparable property, the editing feature will be disabled in the other comparable property columns. Once you have made your edits, you will need to click **Save** to save the information and re-enable the Edit/Remove features in the other comparables. You do not need to click **Save** when making edits in the subject property column.
Each time a field is edited, an animation will appear notifying you that the update is being made. Any adjustment that you make will change the prices in the **Adjustments** row in the other columns for the other comparables.

This occurs in the subject property after:

- You click back onto the page after editing a text box
- You select a different or previous unselected button or box
- You click a different option from one of the dropdown menus

This also occurs upon clicking **Save** after editing information in one of the comparable columns.

To remove a comparable, click the **Remove** link at the top of the column. Clicking the green **Add More Comparables** button will take you to the **Map** page, where you can add another comparable using the steps specified in the last chapter.
The only difference in accessing the Map page from the Compare Form is that the green Save and Finish Later button will read Save and Return to Certification. You also have an option to Save and Return to Certification from the blue banner at the top right corner of the Map page. Using either one will return you to the Compare Form.
Reconciliation and Approval

Once you have reviewed and made any needed changes to information in the columns on the **Compare Form**, you can move on to the **Reconciliation** block at the bottom of the page to finish your review and approval. Here you can make any final adjustments to the certification, including making changes to the requested and approved rents, editing or adding a family name or client reference, or adding comments. Click in any editable cell to edit. The date will be autopopulated.

Note that any changes made to the approved or requested rent will update the chart on the right side of the block. As with the Summary page in RentWatch 5 described in the last chapter, the approved rent appears as a black dotted link against green or red bars. Notifications will display if:

- The Approved Rent is higher than the Requested Rent
- The Approved Rent is higher than the Estimated Market Rent

Remember, the estimated market rent is chosen based off of the Agency Settings.
After you have completed your review of all information in the columns and the Reconciliation block, you can digitally sign and complete the certification. Make sure the appropriate boxes on the bottom left of the form are selected. Digital Signature will be autoselected. If you are a QC Certifier, click the Quality Control Certified box to quality control certify the report. Note that the bottom of the form displays that you are attesting that the rent is reasonable. Now click the green Complete Certification button to approve. You will be navigated back to the Certifications page, and a new PDF will be generated and appear in a new tab.

If you have selected the Quality Control Certified box, the status for the certification will now display as QC Certified in the Date column on the Certifications page. Remember, once the certification has been QC certified, it will no longer be editable. This means if you attempt to perform any editing functions on the certification using the dropdown menu, editing links will be unavailable.

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If you are not a Full Control user or a QC Certifier, this box will not appear as an option on the form.
** Exiting without Saving **

If you try to exit the certification without saving, you will be prompted with a notification. Click **Exit Without Saving** to leave the certification without saving any changes. You will be returned to the Certifications page. Click **Return and Complete** to return to the Compare Form and finish the review and approval. You will be directed to the bottom of the form to sign and complete. You can also click the X to cancel and return to the Compare Form.
Chapter 4  Add a Similar Certification

Adding a Similar Certification

If a previous certification already exists for a specific property and has the status of Completed, you have the option to create a new similar certification for the property using existing information. To add a similar certification, navigate to the Certifications page and follow the steps outlined in the Chapter 1 to locate a certification with the same address.

When you have located the certification you would like to use, click on the View PDF dropdown menu on the right of the entry. Then select Add Similar from the dropdown.

Note that Add Similar is not an option for certifications with the status of Work In Progress or QC Certified.
A new window will appear showing the previous certification, including address, date created, and rent approved, and you will be able to access the PDF report for the certification. Click on the blue View PDF Report link to review the Rent Reasonable Valuation for the previous certification and determine whether it will be sufficient in order to create a new certification for the same property. The PDF report is covered in detail in Chapter 1. Click the X to cancel.
After reviewing the previous PDF report, enter the information for the property into the required fields under **New Certification**. Note that **Unit/Apt #, Voucher Beds, Requested Rent, and Rent Approved** are all required fields. **Rent Approved** will autopopulate based on the previous certification if the new **Requested Rent** is not more than the previous rent approved.

Fill out all required fields and check for accuracy.
If the previous certification was created using the HAP calculator, the **Calculate HAP** box will be available to check on the form. This option will display after you enter an amount in the **Voucher Beds** field. Click inside this box to calculate HAP for the new similar certification as well. You will need to enter income information for the family into the required fields. As with other pages, **Minimum Rent** will autopopulate based on Agency Settings. The **Max Rent Allowed** will calculate based on the new income numbers.

If the previous certification was not completed using the HAP calculation, this option will not be available on the **Add Similar Certification** form.
After entering all information into required fields, review your entries to confirm accuracy and check the Digital Signature box. The Complete Certification button will change from gray to green once all required fields are completed, and the Digital Signature box has been checked. Click Complete Certification to finish and your similar certification will be generated and added to the list.

When Add Similar is Unavailable

If the Add Similar function is unavailable or appears as grayed out in the View PDF dropdown menu, but the previous certification has the status of Completed or Work In Progress (not QC Certified), that means that your agency has changed its settings since the previous certification was completed. For this reason, the comparables would no longer be valid with the new settings, so you wouldn’t be able to add a similar certification.
Chapter 5  Agency Settings

Accessing Agency Settings

The **Agency Settings** are accessible from the upper right corner of any page, in the blue banner. This area of the page shows the username of the person who is logged in and the type of controls they have (e.g., **Full Control**). For **Full Control** users, clicking the arrow in the right corner of this area will bring up a dropdown menu.\(^8\) From the dropdown menu, select **Agency Settings** to manage the settings.

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\(^8\) Only Full Control users will be able to see and manage the Agency Settings and User Settings from this dropdown menu. Users without Full Control who attempt to use this feature will be directed to a notification page that takes them back to the dashboard.
Managing Agency Settings

When you select **Agency Settings** from the dropdown menu, a new page appears that allows you to modify the **Date Range** for selecting comparables, the **Auto Selection Limit**, and what amount to **Approve Rent Equal To**.

You can modify the **Agency Settings** using the dropdown menus on this page to make selections.

The **Date Range** is the listing date of the comparables that will be included automatically when generating the RentWatch 5 certificates: 3 months, 6 months, 1 year, or 2 years. RentWatch 5 will not consider any comparables that are older than the date range selected here.
The **Auto Selection Limit** is the number of comparables that will show in RentWatch 5. You have the choice between 3, 6, or 9 comparables to show, but no more than 9 at one time. Note that while you could select 3 here as a default number to display, you would still be able to choose up to 9 comparables in RentWatch 5.

**Approve Rent Equal To** is what helps to determine the Estimated Market Rent amount in RentWatch 5, that is, whether the Estimated Market Rent would be Low, Average, Median, or High. Remember, the **Adjusted Rent Reasonable Range** for a given certification will be adjusted as a result of what your agency has chosen here. Rent will be approved at or below the selected value of the market estimate.
After making the desired selections from the dropdown menus, click the green **Save Settings** button.

A message will appear to warn you that changes made to the settings are agency-wide and will affect all reports by all users moving forward, in addition to confirming that you want to change the settings. Click **Yes** to confirm and save the changes. Click **No** or the **X** to cancel.
Chapter 6 User Settings

Accessing User Settings

The User Settings are accessible from the upper right corner of any page, in the blue banner. This area of the page shows the username of the person who is logged in and the type of controls they have (e.g., Full Control). For Full Control users, clicking the arrow in the right corner of this area will bring up a dropdown menu. From the dropdown menu, select User Settings to manage the settings.

9 Only Full Control users will be able to see and manage the Agency and User Settings from this dropdown menu. Users without Full Control who attempt to use this feature will be directed to a notification page that takes them back to the Dashboard.
Managing User Settings

Locating a User to Manage

When you select **User Settings** from the dropdown menu, you will be navigated to a new page—the **Manage Users** block. The page lists each user by **Username**, **Email**, **First Name**, **Last Name**, **Date Created**, whether they have **HA Dashboard Access**, and **User Role**. Use the dropdown menu at the top of the page to view either the **Active Users** or **Deactivated Users** lists. Use the page numbers in the bottom right corner to continue to the next pages of the list you select.
**Editing Existing Users**

To edit an existing user, follow the directions above to locate the user you would like to edit. Once you locate the user, click the **Edit** button on the right side of the row to edit user roles and permissions.

![Image of User Settings table](image)

Click the **Edit** button to edit the user’s role and permissions.
When you click the **Edit** button, a new **Edit User** window will appear. Modify any of the information in required fields by clicking into the field you would like to edit. Click the appropriate boxes to define the access the user will have to your agency's Dashboard, and click the boxes to indicate the user's role. Click the X to cancel.
Review the changes, then scroll down and click the green **Update Settings** button to save the changes.

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**Deactivating Users**

To deactivate an existing user, follow the directions above to locate the user you would like to deactivate. Once you locate the user, click the **Deactivate** button on the right side of the row to deactivate the user. This will remove the user from the **Active Users** list.
You will receive a notification to confirm that you would like to deactivate the user. Click **Yes** to deactivate the user. Click **No** or the **X** to cancel.

Once you have confirmed deactivation, the user will be removed from the **Active Users** list, and placed on the **Deactivated Users** list.

**Reactivating a Deactivated User**

To reactivate a user that has been deactivated, use the dropdown menu at the top of the page and select **Deactivated Users** to view the **Deactivated Users** list.

Locate the user you would like to reactivate following the instructions for locating a user above. Once you have located the user, click the **Activate** button on the right side of the row. The user will be active right away and removed from the deactivated list.
Adding New Users

To add a new user, click the green **Add New User** button at the top right of the **Manage Users** block.

![User Settings](image)

**Click here to add a new user**
A new **Add New User** window will appear. Enter the new user’s information into required fields marked with an asterisk by clicking into the field and typing the information. Click the appropriate boxes to indicate whether the user has access to your agency’s Dashboard, and click the boxes to indicate the user’s role.\(^\text{10}\) Click the X to cancel.

\(^\text{10}\) You must select at least one role for the user.
Once you have entered all information into the required fields, scroll down to the bottom of the window and click the green **Create User** button. The button will turn from gray to green once all required information has been entered.

The new user will now appear on the **Active Users** list.
Chapter 7 Navigating Back to the Old Site

At times there may be features and settings that you may wish to access that are not yet available from the Dashboard, which include:

- Changing your agency's default settings
- Defining your agency's jurisdiction
- Setting your agency's payment standards
- Changing the minimum rent
- Managing your market assumptions
- Managing comparables
- Managing family allowances
- Setting your agency's utility schedules

These features are accessible on the GoSection8.com 1.0 legacy site. Keep in mind that most of the time the information available here is added by GoSection8 administration during the set-up process, so the majority of users will not need to return to the old site.

Navigating to the GoSection8.com 1.0 Legacy Site

To navigate back to the GoSection8.com legacy site, click the Back to Old Site link located on the left side of the blue banner at the top of any page. From there you may access the features listed above.
Returning to the Dashboard from the Legacy Site

To return to the Dashboard from GoSection8.com 1.0, click the New HA Dashboard link at the bottom of the green column on left side of the page.
Chapter 8 Using the Print List

Accessing the Print List

The Print List allows you to view and print a list of properties that are available for rent. To access the Print List from any page, click on the Print List tab located in the blue banner at the top of the screen.

You can also access the Print List from the Dashboard. In the Available Unit Listings block toward the top right of the Dashboard, click the green Print Listings button.
Filtering Listings in the Print List

The Print List shows properties in the agency’s jurisdiction from the GoSection8.com listing website, where affiliated landlords list their available properties. Properties are listed by Address, City, Accessibility, Type, Bedrooms and Bathrooms, Rent and Deposit amounts, name of Landlord, contact Phone Number, Availability, and Estimated Utility Allowance, in addition to providing a Tagline description of the property. The list can be printed for program participants to help them in their search for housing.

To filter listings to print, use the dropdown menus at the top of the page and click the boxes to make selections. You can filter by number of bedrooms (Beds), or City or Neighborhood. Once you have made selections, click the Update Filters button to the right of the dropdown menus.
Exporting Listings for Print

Use the export function to export the Print List to either PDF or Excel formats. This can be done either before or after applying filters. To export the Print List, click on the Export dropdown menu toward the top right side of the page and select the preferred format.

The exported list will appear as a new tab in your web browser for easy printing.
Chapter 9 Flaging Listings

Flag a Listing

In the unlikely event that a bad listing or owner is listed on GoSection8.com, you may flag it for removal. To flag a listing, click the Flag Listing button in the Available Unit Listings block on the Dashboard.
A new window will appear. Enter information as prompted by clicking into the fields and typing, and clicking the appropriate radio button to indicate the reason for removal. Scroll down to see all fields. Click the X to cancel.
Click the green **Flag Listing or Landlord** button at the bottom of the window to submit your request, and the listing will be sent to GoSection8.com administration for review and removal. Note that you will not be able to use this button until all fields marked with an asterisk are complete.
Chapter 10 Certification Summary

Accessing the Certification Summary Page

The Certification Summary page is an overview of the savings that your agency has made using GoSection8.com. To access the Certification Summary page, click the Certification Summary tab located in the middle of the blue banner at the top of any page. You can also reach the Certification Summary page by clicking the View Summary Report button in the Savings Summary block on the top right side of the Dashboard.

The Certification Summary page lists the Average Requested Rent, Average Approved Rent, Average Savings, number of certifications (# of Certs), Monthly Savings, and Annual Savings for the agency by Certifier.
Filtering Certification Summary Results

You can filter the list on the **Certification Summary** by the **Certifier** and the **Date Range**. To filter by **Certifier**, select the certifier’s name from the **Certifier** dropdown menu on the top left of the page.

You can filter by **Date Range** by clicking into the date fields and using the calendar to select a date. Click **Update Date** after entering the range desired.

Note that the default date range on this page is one full year, or 12 months. However, the savings listed in the **Savings Summary** block on the Dashboard are for the current year only (from January of the current year to present).
Exporting Certification Summary Results

Either before or after filtering results on the Certification Summary page, you can export the list to either PDF or Excel formats to save or print. Click on the Export dropdown menu toward the top middle of the page and select the preferred format.

The exported list will appear as a new tab in your web browser to save or print.
Chapter 11 Tenant Searches

Accessing the Tenant Search Page

The Tenant Search page lists tenant activity in your agency's jurisdiction. It allows you to see the activity level for tenants and what kinds of properties they have been viewing. To access the Tenant Search page, click the Tenant Search tab located in the middle-right of the blue banner at the top of any page.

You can also reach the Tenant Search page by clicking the blue Tenant Search link located in the Tenant Search Activity in Last 30 Days block at the bottom right of the Dashboard.

![Tenant Search page screenshot](image.png)
Locating a Specific Tenant to View Activity

On the Tenant Search page, tenants are displayed in a list by Name, Email, Phone, City, number of bedrooms (Beds), Rent, Move by Date, and date the tenant was Last Online.

To locate a specific tenant, you can filter results by entering a full or partial Name or Email, or a full Phone number into the corresponding fields at the top of the page, then clicking the Update Search button. To clear filters, click the Clear Search button.

Enter full or partial name or email in corresponding fields
Enter full phone number in field
Then click here after entering information in fields to filter
Click here to clear filters
Viewing Recent Tenant Activity

To view activity for a specific tenant, click the **View Recent Activity** button on the right side of the screen in the row corresponding to that particular tenant.

Clicking on the **View Recent Activity** button will bring up a new **Recent Activity** window that provides a breakdown of that specific tenant's search activity using the site. Scroll down to see all information. Click the X at the top right at any time to close the window.

The top of the window displays the number of properties viewed in the last 30 days on the left, and a graph of the number of properties viewed in the last 7 days on the right.
Below the number of properties viewed, two pie charts break down the tenant's preferred search cities and preferred rent amount based on search activity.

The final two pie charts at the bottom of the window show the tenant's preferred number of bedrooms, and preferred property type based on search activity.
Chapter 12  Savings Summary

Understanding the Savings Summary

As discussed in Chapter 1 of this user manual, the Savings Summary block shows how much money the agency has saved in HAP payments using GoSection8 within the current year (January of the current year to present).

There are two dollar amounts listed on the block. The Total Savings is the amount of total savings for the months within the current year. The Estimated Annual Savings is an estimate of the amount the agency will save for the year based on current agency activity.
Viewing Additional Savings Details

Clicking on the View Summary Report button will navigate you to the Certification Summary page, where you can view a more in-depth report of agency savings by certifier or within a specified time frame.

Remember, you can also reach the Certification Summary page by clicking on the Certification Summary tab located in the middle of the blue banner at the top of any page.

The Certification Summary page is discussed in detail in Chapter 10 of this user manual.
Chapter 13  Request Comparables

Requesting Comparables without Submitting a Certification

From the Rent Comparables block on the Dashboard, you can request comparables for a property without submitting a certification in RentWatch 5. To request comparables for a property, click the Request Comparables button at the bottom of the block.
A new **Comparable Data Request** form window will open. Fill out the form by clicking into the fields and typing, and by selecting the property type from the dropdown menu. The **Housing Authority**, **Full Name**, and **Email** will all autopopulate based on your login information.

![Comparable Data Request form](image)

- **Housing Authority**: Demo GO8 101
- **Full Name**: GO Demo
- **Phone Number**: XXX-XXX-XXXX
- **Email**: 
- **Subject Address**: 
- **Property Type**: House
- **Beds**: FB, HB
- **Sqft.**: 
- **Year Built**: 
- **Requested Rent Amount**: $
- **Comments**: 

*Click into fields and type to fill out form*

*Use the dropdown menu to select property type*
Required fields in the form are marked with an asterisk, but filling out fields that are not required can increase the accuracy of the data. The form offers additional tips as well:

**Tips:**

1. Before sending in a data request, try expanding your search radius and/or including other similar property types and/or bedroom sizes. The system will make adjustment for each of these items for you.
2. Request rent rolls from your apartment communities! Send us a rent roll and we will add the data for you.

Click the green **Send Data Request** button at the bottom of the form to submit your request. You will not be able to use this button until all required fields are have been completed.

**Tips:**

1. Before sending in a data request, try expanding your search radius and/or including other similar property types and/or bedroom sizes. The system will make adjustment for each of these items for you.
2. Request rent rolls from your apartment communities! Send us a rent roll and we will add the data for you.

Data requests are typically turned around within 24 to 48 hours.
Chapter 14  Contacting GoSection8

How to Contact Us

Contacting GoSection8 is easy—just click on the Contact Us tab toward the right side of the blue banner at the top of any page.

You will be navigated to the Contact Us page, where you can find the phone number for GoSection8, and use a form to submit a message.
On the form, the **Housing Authority, First Name** and **Last Name** fields are autopopulated based on your login information. **Housing Authority, First Name, Last Name, Email**, and space for the **Message** are required fields, while **Phone** and **Message Subject** are optional. Click into any field and being typing to fill out the form.
Once you have filled out all required information on the form, click the green **Send** button to send the message. You will not be able to use this button until all required fields have been completed.

You should receive a response within 24 to 48 hours.
## Appendix 1: User Permissions Matrix

<table>
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<th>Full Control User</th>
<th>Quality Control Certifier</th>
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<td></td>
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</tr>
</tbody>
</table>

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11 A foreign certificate is one not created on RentWatch 5.
Appendix 2: Adjustments

Adjustments\(^{12}\) are made based on the following factors:

- Size
- Age and condition
- Utilities
- Maintenance
- Amenities
- Parking

Adjustments are **not** made for:

- Location
- Housing type

**Size Adjustments**

Size adjustments are based on the following factors:

- Number of bedrooms and bathrooms (per agency’s individual market assumptions)
- Square footage

The living area differential threshold is different for each agency, and is found in the market assumptions.

**Age and Condition Adjustments**

For age and condition adjustments:

- The age difference between the comparable and subject must be at least 5 years.
- The newest property must be built within the last 5 years.
- When the **comparable is newer** than the subject property, 10% is deducted when the property is 0-2 years old, 5% when it is 3-4 years old, and 2.5% is deducted when it is 5 years old.
- When the **subject property is newer** than the comparable, 10% is added when the property is 0-2 years old, 5% when it is 3-4 years old, and 2.5% is added when it is 5 years old.
- When the property is in excellent condition, 10% is added.
- When the property is in above average condition, 5% is added.

\(^{12}\) If the subject property is inferior to the comparable, the adjustment will be negative. If the comparable is inferior to that of the subject, the adjustment will be positive.
• When the property is in average condition, 0% is added.
• When the property is in fair condition, 5% is deducted.
• When the property is in poor condition, 10% is deducted.

Utility Adjustments
Utility and other electrical adjustments are based on an agency's individual utility schedule.

• Microwaves, ranges and refrigerators are included in other electrical adjustments if amenities include them.
• Heating and cooling system adjustments are based on an agency's individual market assumptions.
• If sewer is “unknown” and owner-paid and the comparable is “unknown” and tenant-paid (or comp is owner-paid and subject is tenant-paid), an adjustment is made for sewer.
• If water is “unknown” and owner-paid and the comparable is “unknown” and tenant-paid (or comp is owner-paid and subject is tenant-paid), an adjustment is made for water.

Maintenance, Amenity, and Parking Adjustments
Maintenance, amenity, and parking adjustments are based on an agency's individual market assumptions.
Glossary of Terms

**Active Listing:** A listing for a property that is currently active in the agency's jurisdiction.

**Active User:** A user of GoSection8.com that is currently active and able to use the system to the degree permitted under the user's role.

**Add Similar:** The feature of GoSection8.com that allows permitted users to add a similar certification for a property when a previous certification for that property has been completed and the agency's settings have not been changed significantly since that last certification.

**Address Verification:** A tab in the Overview section of the Property Details block on the Property Details page in RentWatch 5. The tab displays information as to whether the subject property's address has been verified and confirmed.

**Adjusted Rent Reasonable Range:** The dollar amount range in which rent for a property is considered reasonable. It is adjusted based on agency settings.

**Adjustments:** Positive or negative adjustments between a subject property and comparable properties that help to enhance the accuracy of the comparison. Adjustments are based on factors such as property size, age, condition, utilities, amenities, and parking.

**Advanced Rent Reasonable (RR) Certifier:** A user role that permits the creation, viewing, editing, and deletion of current certificates, and the viewing of foreign certificates created in RentWatch 5.

**Agency Name User Activity (Manage Users) Block:** The block on the Dashboard that shows an overview of information on recent user activity for the agency, in addition to providing access to more detailed user activity information via the Manager Users link.

**Agency Settings:** Settings in GoSection8.com where the agency can select the date range for selecting comparables, the auto selection limit for the number of comparables selected, and what amount to approve rent equal to.

**Amenities Block:** The block on the Property Details page in RentWatch 5 where amenities for the subject property are listed and selected as part of the certification process. Amenities can be autopopulated where prior certifications exist and edited if updates are required.

**Annual Adjusted Income:** A program participant's annual income after all deductions and allowances have been made.

**Annual Gross Income:** A program participant's total annual income before deductions and allowances.

**Approve Rent Equal To:** The amount (i.e., low, average, median, or high) that the agency specifies in the Agency Settings at which the Estimated Market Rent will appear in RentWatch 5.

**Approved Rent:** The amount of rent that is approved by GoSection8 based on a rent reasonableness certification completed in RentWatch 5.
Auto Selection Limit: The number of comparables the agency elects to have considered and displayed in rent reasonableness certifications completed in RentWatch 5 accessible through the Agency Settings.

Autopopulate: Automatic population of editable fields in GoSection8 based on identifying information of the user signed in to the system.

Average Rent by Bedroom Block: A block on the Dashboard consisting of a graph that displays the average approved rent of HCV units by bedroom size compared to open market (non-assisted) units as well as the payment standard.

Available Unit Listings Block: A block on the Dashboard displaying the total active listings in the agency's jurisdiction, the number added in the last 30 days, and the number removed in the last 30 days. The block provides access to the Flag Listing feature as well as the Print List via buttons located at the bottom of the block.

Back to Old Site: A link located in the blue banner displayed at the top of any page on GoSection8.com that navigates the user back to the legacy website in order to access features that may not yet be available on the Dashboard.

Calculate HAP: A checkbox in the Family Details block of the Property Details page in RentWatch 5 that allows users to calculate the family's housing assistance payment based on their income information as part of the rent reasonableness certification process.

Certification Summary Page: The page on GoSection8.com that provides detailed information on the savings that the agency has made using GoSection8 within a specified date range.

Certifications Page: The page on GoSection8.com that allows users to manage certifications created in RentWatch 5 and on the legacy website.

Chart Tab: The chart on the Map page in RentWatch 5 that displays the number of units by average rent amount in the city, county, and specified radius on the map.

Comp Card: For comparables listed on the Summary page in RentWatch 5, the Comp Card contains all of the information about the comparable property in one place.

Comparable/Comp: A property that is credibly similar enough to a subject property to compare for rent reasonableness certification purposes.

Compare Form: A page that contains all of the information for a subject property and comparable properties used for reviewing and approving rent reasonableness certifications.

Completed: The status a rent reasonableness certification will display in the Date column of the Certifications page when the certification process has been completed for a subject property and is ready to be reviewed and approved.

Contact Us Page: The page on GoSection8.com where users can find the phone number for GoSection8 and submit a message to GoSection8 for assistance.
Contract Type: When selecting the option to calculate HAP in RentWatch 5, the Contract Type will be indicated as either a new contract or a rent adjustment for an existing contract.

Credibility: In a rent reasonableness certification, a comparable unit to market comparison score that provides some insight into the reasonableness of a comparable unit's list price.

Dashboard: The main page of the GoSection8 website made up of blocks that provide general information and act as launch pads to the various features of the site.

Data Request: A request for data on comparables for a property that can be submitted to GoSection8 without completing a certification. The feature is accessible using a button at the bottom of the Rent Comparables block on the Dashboard.

Deactivated Users: Former users of GoSection8 that have been deactivated and as such no longer have access to the system.

Digital Signature: An electronic signature for certifications completed in RentWatch 5 hard coded from the login information of the user that acts as a stand-in for an in-person signature.

Estimated Annual Savings: An estimate of the dollar amount that the agency is expected to save during the calendar year based on current agency activity.

Estimated Market Rent: The estimated amount of rent for a subject property on the private, unassisted market based on comparable properties in the area.

Export: The process through which lists on GoSection8.com are converted to printable files in PDF and Microsoft Excel file formats.

Family Details: On the Subject Property Details page in RentWatch 5, the Family Details consist of the family's name, number of bedrooms on the voucher (Voucher Beds), and the client reference, if any. If the agency elects to calculate HAP, the income information for the family would be included there as well.

Flag Listing: A feature of GoSection8.com accessible through the Available Unit Listings block on the Dashboard that allows users to report a bad owner or listing for removal from the site.

Front Desk User: A user role for GoSection8.com that does not have any certification-related permissions for the site.

Full Control User: A user role for GoSection8.com that has access to every feature of the site with reference to managing certifications and settings.

HAP: The housing assistance payment that the agency makes on behalf of participant families to owners of housing who rent to these families.

Jurisdiction: The geographical area in which the agency has authority under state and local law to administer assisted housing programs such as the Housing Choice Voucher program.

Legacy Site: The version of GoSection8.com (version 1.0) that existed prior to the new HA Dashboard version.

List Tab: On the Summary page in RentWatch 5, the List Tab lists the number of comparables autoselected by the agency along with their corresponding information and similarity/credibility ratings. The list also shows possibilities for alternate comparables that have not been selected.
**Local Market Analysis:** A graph on the PDF report for a rent reasonableness certification illustrating the median and average rents for cities within the subject property’s area in relation to the asking rent and agency’s payment standard.

**Map Page:** Accessible from the Summary page in RentWatch 5, the Map page launches when the user clicks the View More Comparables button. It provides various tools to aid users in adding or removing comparables in a certification through the use of an area map, a comparables list, and a chart.

**Market Assumptions:** On the GoSection8.com legacy site, market assumptions are the default settings on the appraisal form under the Rent Reasonableness tab.

**Max Rent Allowed:** This is the maximum rent that the system will allow based on the rent reasonableness range as it relates to the participant’s income when calculating HAP.

**Minimum Rent:** An amount zero to 50 dollars the agency selects as the minimum possible amount that families participating in the voucher program would be required to pay based on their income.

**Move by Date:** The date by which a participant family would be required to move based on the expiration date of the voucher issued to them.

**News Window:** A window that appears at sign-in showing site-related news that has occurred since the user last signed in. It is also accessible by clicking the News link in the blue banner at the top of any page.

**Number (#) of Comparables by Bedroom Size Block:** A graph on the Dashboard showing the comparable count by bedroom size. The number is updated every day and based on a specified timeframe.

**Parking Type:** The type of parking available at a property (e.g., 1, 2, or 3 car garage, 1 or 2 covered spaces, etc.).

**PDF Report:** The report in PDF file format generated by RentWatch 5 for a rent reasonableness certification.

**Permissions:** The level of access a particular user role has to the features of GoSection8.com, particularly as they relate to certifications.

**Previous Certifications:** Certifications that have previously been completed for a particular subject property, allowing the system to use certain information to help complete a current certification.

**Print List:** A feature of GoSection8.com that allows users to view and print a list of properties that are available for rent.

**Property Details:** Information about a property that normally includes address, number of bedrooms and bathrooms, square footage, year built, property type, and quality and condition, if known.

**Property Details Block:** The information block that users must complete in the Subject Property Details form in Step 1 of submitting an application in RentWatch 5. The block includes details about the property, in addition to fields for the applicable utility schedule and requested rent.
**Property Type:** The type of unit that a subject property or comparable property is categorized as (e.g., house, apartment, high-rise, etc.).

**QC Certified:** The status a rent reasonableness certification will display in the Date column of the Certifications page when the certification process has been completed, reviewed and approved, and quality control certified by a QC Certifier.

**QC Certifier:** A user role for GoSection8.com that has the ability to quality control certify certifications, in addition to having access to every feature of the site with reference to managing certifications. The QC Certifier does not have access to agency and user settings.

**Quality/Condition:** A rating system for rent reasonableness certifications in RentWatch 5 that adjusts the rent by a percentage based on the condition of the property. Unknown does nothing, poor condition deducts 10 percent, fair deducts 5 percent, average does nothing, above average adds 5 percent, and excellent adds 10 percent.

**Reconciliation:** The final step in the review and approval process for rent reasonableness certifications in which any final changes are made and the Compare Form is digitally signed and submitted.

**Rent Comparables Block:** A block on the Dashboard displaying how many rental comparables are being added in the agency's jurisdiction.

**Rent Reasonableness Certification:** A document that establishes that a potential HCV unit's rent is comparable (or reasonable) to rent of unassisted units on the private market.

**Rent Reasonableness (RR) Certifier:** A user role for GoSection8.com that has the ability to create, view, and delete certifications, in addition to adding similar certifications and viewing foreign certifications in RentWatch 5.

**Rent Reasonable Certifications Block:** A block on the Dashboard displaying the total number of certifications using RentWatch 5, as well as the API.

**Rent Reasonable Valuation:** The breakdown on the PDF Report showing the reasoning behind why rent was determined to be reasonable in a particular certification.

**Rent Reasonableness:** The concept that rent to an owner should not be more than rent charged for comparable units in the private, unassisted market, or for comparable unassisted units in the same premises.

**RentWatch 5:** The application on GoSection8.com used to determine reasonable rent and perform rent reasonableness certifications.

**Request Comparables:** The button accessible from the Rent Comparables block on the Dashboard that allows users to submit data requests.

**Requested Rent:** The amount of rent a family is requesting from the agency in order to find a suitable unit for their voucher size.

**Review and Approve:** The process by which full control users can review certifications completed in RentWatch 5 and approve them.

**Savings Summary:** A block on the Dashboard displaying the amount of money the agency has saved in HAP payments using GoSection8 in the current year (January to present).
Selected Comparables: The comparables that have been selected for use in RentWatch 5 to compare to the subject property in rent reasonableness certifications. These can be comparables autoselected by GoSection8, or manually selected by the user.

Selected Comparables Block: On the Summary page in RentWatch 5, this block shows the comparables that are currently selected for use in the rent reasonableness certification.

Similarity: The percent to which a comparable property is similar to the subject property.

Subject Card: On the Compare Form, a card similar to the Comp Card that displays the property details, location, adjustments, utilities, and amenities for a property. It is accessible by clicking the Property Details link for the property at the top of the column.

Subject Property: The property that a family is interested in leasing for which a rent reasonableness certification is being completed.

Subject Property Block: On the Summary page in RentWatch 5, the Subject Property Block displays the property address and other essential property information, such as the requested rent, the number of bedrooms and bathrooms, the property type, the square footage, and the year built.

Summary Page: In RentWatch 5, this page is used to complete Step 2 in a rent reasonableness certification.

Tenant Search Activity in Last 30 Days (Tenant Search) Block: A block on the Dashboard that displays the tenant search activity on GoSection8.com in the agency's jurisdiction. It is a graph that shows the number of property views by bedroom size within the last 30 days.

Tenant Search Page: A page on GoSection8.com that provides detailed activity on tenants in the agency's jurisdiction. Users can locate and track activity for specific tenants and search within a specified date range.

Total Savings: On the Savings Summary block on the Dashboard, the amount of total savings made using GoSection8 for the months within the current year (January to present).

Unselected Comparables: On the Map page in RentWatch 5, additional comparables listed that may be suitable for use in the rent reasonableness certification but are currently not selected for comparison.

User Role: The role that a user of GoSection8.com is assigned that defines the level of access to the site's features.

Utility Schedule: An agency-defined comprehensive chart (or schedule) of the dollar amount an average family would spend on utilities for a certain bedroom size for a specified type of unit, using a specified type of energy (e.g., gas or electric).

User Settings: The page on GoSection8.com that allows Full Control users to adjust the roles and permissions for other users of the site.

Voucher Beds: The number of bedrooms listed on the participant family's voucher.
**Voucher Type:** When calculating HAP in RentWatch 5, users can select the type of voucher the family is using (e.g., regular, project-based, or shared unit).

**View PDF:** A dropdown menu for each certification on the Certifications page used for performing a variety of tasks for a particular certification.

**Work In Progress:** The status a rent reasonableness certification will display in the Date column of the Certifications page when the certification process has not yet been completed.
Index

A
Accessing GoSection8.com, 3
Adjustments, 35, 36, 38, 39, 56, 71, 74, 123
Amenities, 21, 29, 35, 37, 56, 71
Amenities block, 29
Analysis, 30, 31, 51, 57, 59
Approved rent, 62, 106

C
Calculate HAP, 27, 82
Certifications page, 11, 19, 20, 50, 60, 61, 70, 77, 78, 79
Chart tab, 45
Completed, 63, 66, 68, 69, 70, 79, 83

D
Dashboard, 2, 9, 10, 19, 20, 52, 61, 89, 91, 95, 97, 98, 100, 103, 106, 107, 109, 115, 129
Data request, 117
Delete, 69, 122

E
Estimated market rent, 62
Excel, 67, 102, 108
Export, 67, 102, 108

F
Filters, 40, 41, 66, 101

H
HAP, 14, 27, 55, 59, 82, 113

L
List tab, 40, 45, 46, 100

N
News window, 6

P
Parking type, 29
PDF, 13, 33, 54, 55, 56, 59, 61, 67, 68, 77, 80, 81, 102, 108, 129
PDF report, 33, 80, 81
Permissions, 122
Print list, 100

Q
QC certified, 11, 57, 62, 77

R
Reconciliation, 76, 77, 129
RentWatch 5, 2, 20, 21, 61, 63, 72, 74, 76, 85, 86, 115, 122, 129
Requested rent, 62

S
Selected comparables, 47
Summary page, 14, 30, 31, 32, 33, 51, 59, 60, 68, 76, 106, 108, 114

U
Utilities, 21, 28, 29, 35, 37, 56, 71
Utilities block, 28, 29

V
View PDF, 67, 68, 70, 79, 80, 83