

Michigan State Housing Development Authority

Owners Physical Inspection Certifications (OPIC)

<http://housing.state.mi.us/opic>

User Guide Ver. 6-2014

MSHDA
Compliance Monitoring
Division of Rental Housing
735 E. Michigan Avenue
P. O. Box 30044
Lansing, MI 48909

(517) 241-2560

Website: www.michigan.gov/mshda

Email: mshdacompliance@michigan.gov



Equal Housing Employer/Lender



Table of contents

1. Introduction.....	1
1.1 Purpose.....	1
1.2 Benefits	1
2. Accessing OPIC	2
2.1 System Requirements.....	2
2.1 Obtaining a Username - Gaining Access	3
2.2 Obtaining a New User Password or for a Password Reset	3
2.3 Logging Into OPIC	4
3. Using OPIC.....	5
3.1 Selecting a property	5
3.2 Deficiencies.....	5
3.2.1 Anatomy of a Deficiency Item.....	6
3.2.1 Entering a deficiency correction	7
3.3 Saving Your Data.....	7
3.4 Printing the Owner Certification form and Attachment A.....	8
3.4.1 Print Preview.....	8
3.4.2 Printing an official copy of the Owners Certification form and Attachment A.....	9
4. Submitting an EH&S Owner Certification and Attachment A.....	10
5. Managing Management Agents (Owners Only)	11
5.1 Denying Management Agents Access to OPIC (Owners Only).....	11
5.2 Changing a Management Company or Agent Contact	12
Appendix A Troubleshooting	13

1. Introduction

In an effort to streamline the Owner/Management Agent physical inspection response process, MSHDA has developed a new web application that gathers physical inspection data into the Compliance database. This data is then used to streamline the creation of the Owner Certification of Completion of Repairs (OC) and Attachment A (AA) forms. This web application is called Owners Physical Inspection Certification (OPIC).

1.1 Purpose

Three main purposes for OPIC are:

- OPIC creates a single point of entry for certifying the corrective actions and correction dates for physical inspection deficiencies for Owners/Agents.
- Pulls deficiency data directly from the inspection report and pushes the data to the Attachment A Report.
- Allows MSHDA to collect the certification data electronically and link it to the inspection data.

1.2 Benefits

There are many benefits to using the OPIC system which are:

- Saves time by eliminating manual data entry of deficiencies.
- Takes the guess work out of how to prepare and format the OC and AA report.
- Automatically creates the Owner Certification Form and Attachment A report when correction data is entered.
- Reduces data entry errors and the chance of missing a deficiency.
- Enables efficient electronic tracking of uncorrected deficiencies

2. Accessing OPIC

User Access is dependant on the contact information in the MSHDA Compliance database. To obtain access to the OPIC system, one of the following must apply:

1. The user is the designated owner contact for a property monitored by MSHDA Compliance.

OR

1. The user is an inspector assigned to a property monitored by MSHDA Compliance.

OR

1. The user is the designated management agent contact for a property monitored by MSHDA Compliance.

AND

2. The owner has verified the user as the management agent contact.

AND

3. The owner has not denied the user access to the property as the management agent contact.

2.1 System Requirements

OPIC was designed to be browser and operating system independent.

The recommended system requirements are:

- Windows XP or above
- Internet Explorer 8

OPIC also works with Macs, tablets as well as mobile devices.

2.1 Obtaining a Username - Gaining Access

The owner and management agent contacts for each property have been entered and verified in the MSHDA Compliance database. Each contact has been sent an email notice regarding implementation of the OPIC system. Owners and management companies that have not received an email from MSHDA Compliance regarding the OPIC system will need to gain access to OPIC system by following the steps listed below. Please note that the email address in the MSHDA Compliance database for each owner and management agent contact will serve as the user's "username". To gain access to OPIC please follow the below steps:

Owners:

Submit a "Notice of Change in Ownership" form to MSHDA Compliance and contact MSHDA Compliance to request email setup in the OPIC system. The forms can be found at:

http://www.michigan.gov/documents/mshda/mshda_crh_f_yer14_notice_change_in_ownership_304063_7.pdf (PDF version)

or

http://www.michigan.gov/documents/mshda/mshda_crh_f_yer14_notice_change_in_ownership_304064_7.doc (Word version)

Management Agents:

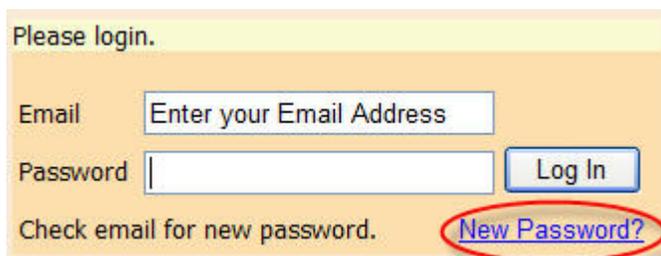
Contact the Owner and request that a "Notice of Change in Management" form be submitted to MSHDA Compliance. The form can be found in PDF format at

http://www.michigan.gov/documents/mshda/mshda_crh_f_yer13_notice_change_in_mgmt_ag_ent_304061_7.pdf or in Word format at

http://www.michigan.gov/documents/mshda/mshda_crh_f_yer13_notice_change_in_mgmt_ag_ent_304062_7.doc.

2.2 Obtaining a New User Password or for a Password Reset

A user password is required to access the OPIC System. To activate a user account and obtain a password, follow the steps below:



1. Go to <http://housing.state.mi.us/opic>
2. In the Email field, enter your email address. Note: The password field should be left blank.
3. Click on the 'New Password?' Link.
4. A message should display that states "Check email for new password." Check for a new email message that contains your new password.

2.3 Logging Into OPIC

1. Go to <http://housing.state.mi.us/opic>
2. In the 'Email' field, enter your email address.
3. In the 'Password' field, enter the password you received via email.
4. Click on 'Log In'.



Please login.

Email

Password

[New Password?](#)

A red arrow points to the 'Log In' button.

5. Select the OPIC link



3. Using OPIC

After successfully logging into OPIC, the user is able to select a property and enter deficiency corrective actions and correction dates. Owners can also enter the manager setup which will be discussed later.

3.1 Selecting a property



Investing in People.
Investing in Places.

MSHDA
MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY

**Owner Physical
Inspection Certification**

[Manager Setup](#)

Properties with un-Certified violations (click on property to show violations)

MSHDA Number	Project Home	Address	City	Inspection Date
1234	My Property	1234 Main Street	Lansing	8/23/2011

Once logged in, a list of properties will be displayed. Click on a listed property to select it. This will load and display the deficiencies related to the selected property.

Note: If a management agent does not see a specific property listed, contact the owner to ensure that the owner has authorized access to the property. If access is not authorized in the system, the owner will need to complete and submit a “Notice of Change in Management” form as described in section 2.1.

3.2 Deficiencies

The list of deficiencies is pulled directly from the physical inspection report. Below is an example of a deficiency list. Please note that the deficiencies displayed for each property are the deficiencies the inspector entered into the property’s Physical Inspection Report.

Investing in People. Investing in Places. **MSHDA** MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY

Owner Physical Inspection Certification

[Manager Setup](#)

Properties with un-Certified violations (click on property to show violations)

MSHDA Number	Project Home	Address	City	Inspection Date
1234	My Property	1234 Main Street	Lansing	8/23/2011

[Print](#)

Un-Certified violations: [Update](#)

Item	Bldg#/BIN/Unit	Level	Item	Description	Inspector Comments	Home
1	01 MI-95-01701	HS	Electrical Hazards	Exposed Wires/Open Panels	LIFE THREATENING - FRONT 2 SIGHT LIGHTS COVERS MISSING	<input type="checkbox"/>
Planned Corrections / Actions Taken						
<input type="text"/> <input type="checkbox"/> Meets UPCS/MSHDA Standards						
Planned Date <input type="text"/> Actions Date <input type="text"/>						
2	01 MI-95-01701	L2	Walls	Missing Pieces/Holes/Spalling	BACK SIDING MISSING	<input type="checkbox"/>
Planned Corrections / Actions Taken						
<input type="text"/> <input type="checkbox"/> Meets UPCS/MSHDA Standards						
Planned Date <input type="text"/> Actions Date <input type="text"/>						

3.2.1 Anatomy of a Deficiency Item

Below is a breakdown of the data fields for a particular deficiency. The areas numbered 1 through 7 are pulled from the Physical Inspection Report data and automatically populated into the appropriate deficiency field. Areas 8 through 11 are the fields the agent/owner must enter to certify correction of each deficiency.

Item	Bldg#/BIN/Unit	Level	Item	Description	Inspector Comments	Home
2	01 MI-95-01701	L2	Walls	Missing Pieces/Holes/Spalling	BACK SIDING MISSING	<input type="checkbox"/>
Planned Corrections / Actions Taken						
<input type="text"/> <input type="checkbox"/> Meets UPCS/MSHDA Standards						
Planned Date <input type="text"/> Actions Date <input type="text"/>						

Automatically populated fields:

1. **Item** – Shows the row number of the deficiency.
2. **Bldg#/BIN/Unit** – Shows the building number, the BIN number, and the unit number showing where the deficiency is located.
3. **Level** – Displays the level of the deficiency (L1, L2, L3...).
4. **Item** – Shows the item that currently has a deficiency.
5. **Description** – Describes the deficiency.
6. **Inspector Comments** – Comments by the inspector regarding the deficiency.
7. **Home** – Displays a check if the management agent notified the inspector that the unit is currently designated as a low or high home unit.

User input fields:

8. **Planned Corrections / Actions Taken** – Describe corrective actions that have been completed or are planned to occur for each deficiency.

9. **Planned Date** – For planned corrections, enter the anticipated correction date. If the deficiency has already been corrected then leave the field blank. The date must be in the following format: mm/dd/yyyy. Example: 1/5/2011.
10. **Action Date** – If the corrective action has been completed, enter the date the corrective action was completed, otherwise leave the field blank. The date must be in the following format: mm/dd/yyyy. Example: 1/5/2011.
11. **Meets UPCS/MSHDA Standards** – If the deficiency has been corrected and the item now meets the UPCS/MSHDA standards, check the box. (Note: All **corrected** deficiencies must meet UPCS/MSHDA standards. This box should only remain unchecked if the correction has not yet been completed.)

3.2.1 Entering a deficiency correction

To enter a deficiency correction, follow the steps below:

1. Identify the deficiency item by the location, item, description, and comments.
2. Enter a description of the planned corrections or actions already taken into the 'Planned Corrections / Actions Taken' field.
3. For planned corrections, enter the date the deficiency is expected to be corrected in the 'Planned Date' field otherwise, enter the date the correction was completed in the 'Action Date' field.

NOTE: If date format is entered incorrectly, you will not be able to change fields until the date has been corrected. The date should be in a mm/dd/yyyy format, for example, 1/1/2012.

3.3 Saving Your Data

Once corrections have been entered for all deficiencies or before you exit the website after partially entering data, click on the update button located at the top or bottom of the deficiency list to save the data that was entered.

1234	My Property	1234 Main Street	Lansing	8/23/2011
------	-------------	------------------	---------	-----------

[Print](#)

Un-Certified violations:

Item	Bldg#/BIN/Unit	Level	Item	Description	Inspector Comments	Home
1	01 MI-95-01701	HS	Electrical Hazards	Exposed Wires/Open Panels	LIFE THREATENING - FRONT 2 SIGHT LIGHTS COVERS MISSING	<input type="checkbox"/>

NOTE: The website does not automatically save data. If you do not click update, the information entered will be lost!

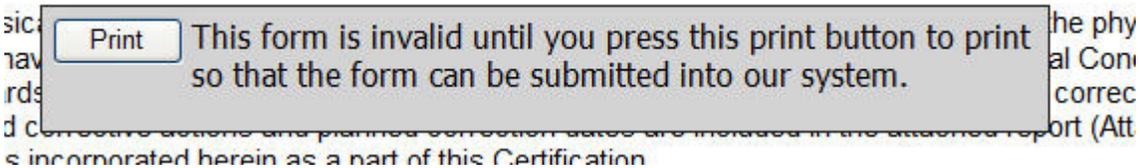
3.4 Printing the Owner Certification form and Attachment A

As previously mentioned, the OPIC system generates the Owner Certification form and the Attachment A report. To create these documents, click on the print link located at the left top of the deficiency list.

Item	Bldg#/BIN/Unit	Level	Item	Description	Inspector Comments	Home
1	01 MI-95-01701	HS	Electrical Hazards	Exposed Wires/Open Panels	LIFE THREATENING - FRONT 2 SIGHT LIGHTS COVERS MISSING	<input type="checkbox"/>

3.4.1 Print Preview

Clicking on the “Print” link, will display a print preview of the Owner Certification form and the Attachment A. A working copy can also be printed, however; these documents are not a valid form and **should not** be submitted to MSHDA at this point. The working copy will have the watermark print on it stating “This form is invalid until you press the “Print” button which submits the data into the Compliance database” so it will be easy to recognize non-official copies. Owners/agents must view the print preview function or working copy to verify that all required data has been entered and that the data entered is complete and accurate.



When viewing the print preview screen, certain fields may be edited. Most fields that may be edited have red text in a box (Except for the submission #). If the default information is not correct, you can change it by clicking in the editable text box.

The following fields are able to be modified in print preview:

- The position in number 4 on the Owners Certification form.
4. This certification is made by the Development Owner and is signed by a duly authorized representative of the Development Owner, whose position is: **Manager**
- ‘Print Name’, ‘Title’, ‘Company Name’, and ‘OC/Att/A Prepared by’ on the Owners Certification form.

Signature: _____

Print Name: John Doe ←

Title: Manager ←

Company Name: Company Name ←

OC/Att/A Prepared by: John Doe ←

Date: October 4th, 2011

- 'Submission #' on the Attachment A form.

ATTACHMENT A

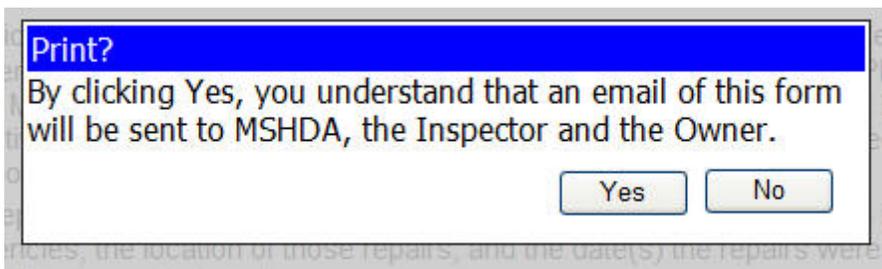
Owner's Report of Completion of Repairs and Exigent Health & Safety Items Owner's Plan for Completion of Repairs (Itemized List of Corrective Actions Taken & Plan for Corrective Actions to be Taken)

Development: **TEST Property 1**
MSHDA #: **00000**

Inspection Date: **3/22/2011**
LIHTC #: **NA** Submission #: **1** ←

3.4.2 Printing an official copy of the Owners Certification form and Attachment A

After the certification data is verified as complete and accurate and the default data is verified as correct, print the official copy of the forms by clicking on the print button again. The following message will be displayed:

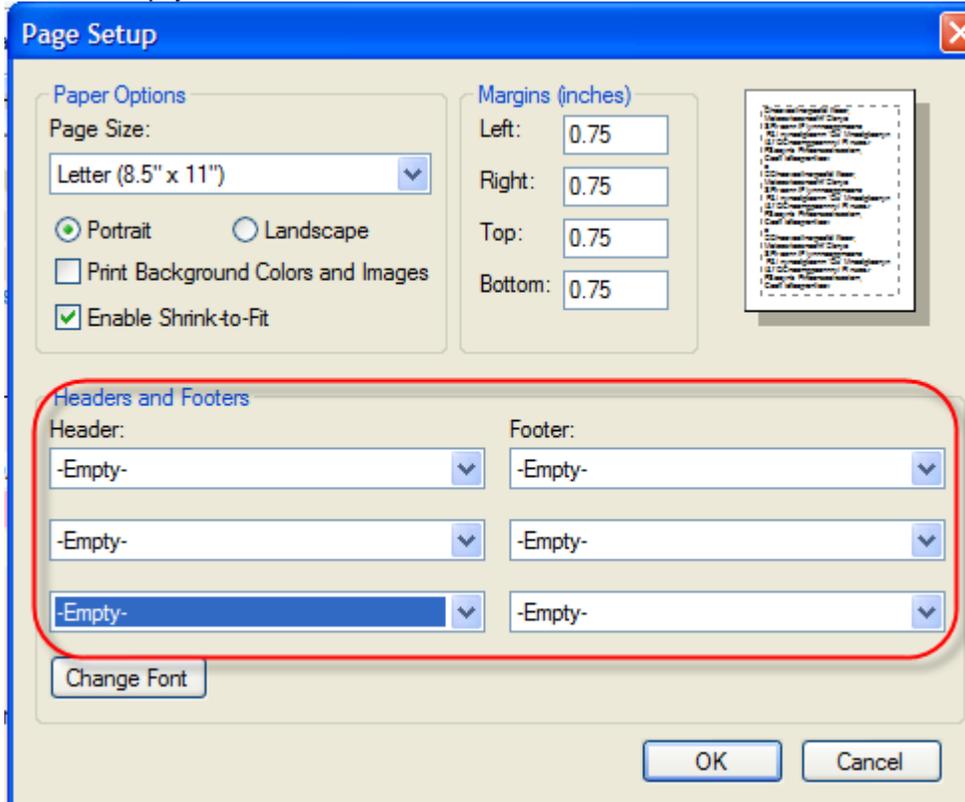


By clicking "Yes", the form will be finalized, an electronic copy will be sent to MSHDA, the inspector, and the owner. Additionally, a dialog box will pop up to allow printer selection. Select the applicable printer and click "Print".

Note: You must disable the header and footer of the web browser so that it does not print onto the report. To disable the header and footer, follow the steps below (Internet Explorer):

1. In internet explorer, click on 'File' – 'Page Setup'. A new window will pop open.

2. Under the “Headers and Footers” section, make sure each header combo box is set to ‘-Empty-‘



Important: Owner’s Certification forms must be printed on the owner or Management Company’s letterhead and signed by an authorized representative of the project owner. The signed original must be sent to MSHDA and a scanned copy must be sent to the inspector.

4. Submitting an EH&S Owner Certification and Attachment A

Physical inspections sometimes have EH&S deficiencies which require correction no later than 24 hours and require owner certification of the corrections no later than 3 business days after the inspection is conducted. In OPIC, EH&S deficiencies are always listed first and are marked as “**LIFE THREATENING**” under the Inspector Comments.

NOTE: Due to timing factors with inspectors and database corrections, physical inspection data may take several days to upload into the MSHDA Compliance database. As a result, there may be times when a property’s inspection is not yet available in the OPIC system for several days. If any EH&S deficiencies were observed and the inspection is not yet available in the OPIC system, please manually create and submit the Owner’s Certification along with the Attachment A to ensure the timeframe for reporting corrections to the inspector and MSHDA has been met.

To submit an OC form and the AA report for EH&S items, simply follow steps below:

1. Enter the corrective actions and correction dates for all “**LIFE THREATENING**” deficiencies.
2. Click on the update button.
3. Click on the print button to go into the print preview or print a working copy.
4. Check the editable fields in the print preview and make any necessary changes.
5. Enter the submission # into the submission # field on the Attachment A form.
6. Click the print button again to submit the report to MSHDA, the inspector, and the owner.
7. Once the document is printed, the owner or the owner’s designated management agent representative must sign the form, send the original to MSHDA and email a scanned version of the signed copy to the inspector.

5. Managing Management Agents (Owners Only)

The OPIC System has the ability for an owner to deny a management agent access to specific properties.

5.1 Denying Management Agents Access to OPIC (Owners Only)

1. Click on the “Manager Setup” link located on the right top of the OPIC screen to access the Management setup screen.



2. In the Management Setup screen, a list of all properties associated with the user account will be displayed along with the name of the management company and the designated contact person for that company that currently has access to the property.



3. Uncheck the “Allow” box to revoke OPIC access for a management company, if needed.

5.2 Changing a Management Company or Agent Contact

If a change in management occurs at a property, a “Notice of Change in Management” form must be submitted to MSHDA Compliance. The form can be found in PDF format at http://www.michigan.gov/documents/mshda/mshda_crh_f_yer13_notice_change_in_mgmt_agent_304061_7.pdf or in Word format at http://www.michigan.gov/documents/mshda/mshda_crh_f_yer13_notice_change_in_mgmt_agent_304062_7.doc.

Once the form is received, MSHDA will make the appropriate database change to provide the new Management Agent with access to the OPIC system.

Appendix A Troubleshooting

Problem	Solution
I forgot my password, what do I do?	Reset your password using the 'New Password?' link. For more information, please see section 2.3 of this guide.
When I log in, I don't see a property listed that I need access to.	<p>Management Agents: Contact the owner to ensure OPIC access has been authorized for the property.</p> <p>Owners: Contact MSHDA Compliance.</p> <p>For more information, please see section 2.2 of this guide.</p>
I entered a date in a date field but it is still red and won't let me go to the next deficiency.	Ensure that the date is entered in the correct format: mm/dd/yyyy. For more information, please see section 3.2.1 of this guide.
I have entered all the data but I don't see it when I log back into OPIC.	Make sure you clicked on the update button before closing the web browser. <u>In order for the data to be saved you MUST click on the update button.</u>
I have switched management companies but OPIC doesn't show the new management company.	<p>Owners must submit a "Notice of Change in Management" form to MSHDA Compliance.</p> <p>For more information, please see section 5.2 of this guide.</p>
I no longer see a specific property listed when I log in.	<p>There are two other reasons why a property will be dropped from the list:</p> <ol style="list-style-type: none"> 1. If an Owner Certification is not required. 2. A completed Owner Certification has been received and MSHDA closed the inspection. 3. The owner denies the management agent access. <p>Management Agents: Contact the owner to ensure OPIC access has been authorized for the property.</p> <p>If it is determined that none of the above reasons apply, contact MSHDA Compliance for assistance.</p>
We just had an inspection with EH&S deficiencies. When I log into OPIC I don't see	Due to timing factors with inspectors and database correction issues, physical

the property inspection listed.

inspection data may take several days to upload into the MSHDA Compliance database. As a result, there may be times when a property is not yet available in the OPIC system for several days. If any EH&S deficiencies were observed and the property inspection is not yet available in the OPIC system , please manually create and submit the Owner's Certification along with the Attachment A to ensure the timeframe **for reporting corrections to the inspector and MSHDA** has been met.