

Michigan State Housing Development Authority Compliance Audit Response System (CARS) FAQ

Problem	Solution
Do I need a separate username and password for the Owner's Physical Inspection Certification System (OPIC)?	No. CARS and OPIC are now all part of the MSHDA Compliance Portal. Existing users of OPIC do not need to do anything. They will see CARS listed in the program list once they have logged in.
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 the CARS User Guide.
When I log in, I don't see a property listed that I need access to.	Management Agents: Contact the owner to ensure CARS access has been authorized for the property. Owners: Contact MSHDA Compliance. For more information, please see section 2 of the CARS User Guide.
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: m/d/yyyy. For more information, please see the user guide.
I have entered all the data but I don't see it when I log back into CARS.	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 CARS doesn't show the new management company.	Owners must submit a "Notice of Change in Management" form to MSHDA Compliance. For more information, please see section 5.2 of the CARS User Guide.
I no longer see a specific property listed when I log in.	There are three other reasons why a property will be dropped from the list: <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 file audit. 3. The owner denies the management agent access. Management Agents: Contact the owner to ensure CARS access has been authorized for the property. If it is determined that none of the above reasons apply, contact MSHDA Compliance for assistance.
We just had a file audit with file findings. When I log into CARS, I don't see the property listed.	Due to timing factors with auditors, file audit data can take several days to get uploaded into the MSHDA Compliance database. Because of this, there can be times when a property is not yet

	available in the CARS system for several days.
<u>Vacancy responses</u> – I don't see any place to write my response to the vacancy issue. Where do I put my vacancy response?	The response to vacancy issues must be prepared outside of cars and attached to the printed certification along with any necessary backup documentation.
My property did not have any file audit findings but does have a vacancy issues. Do I have to use CARS for the vacancy issue response?	No, if a property does not have any file audit findings and only has vacancy issues, then only a vacancy response prepared outside of CARS is necessary.
When I click on the print button, It gives me an error message.	This could happen if: There is not an owner listed or there is not a manager listed in the compliance database for the property. Please contact MSHDA Compliance to ensure that both contacts are in the compliance database.
When I click on the print button, it doesn't do anything.	Older installations of Firefox can result in this happening. Please update to the latest browser. Depending on system configurations, if issues still arise, please use internet explorer 8 or above. If issues still occur, please contact MSHDA Compliance.
Can there be more than one management user for CARS?	Yes. Please contact MSHDA Compliance for more information.
What are the automatic emails for?	The automatic emails are just notifications that let you know that a manager or owner has filled in data and printed the certification to send to MSHDA and the auditor. These can freely be deleted.
Do I still have to email/mail anything to the file auditor and MSHDA?	Please be aware that <u>you must still print out</u> the certification on owner's letterhead and have it signed by the owner or owner representative. <u>Original file audit Certifications must be sent to MSHDA Compliance</u> (MSHDA – Attn Compliance Monitoring, 735 East Michigan Avenue, P.O. Box 30044, Lansing, MI 48909). A <u>copy of these documents must also be sent to the auditor/audit company</u> that conducted the file audit.
The auditor closed the audit with findings still open and has referred me to MSHDA Compliance. Do I still need to use CARS for responses?	Yes, CARS still must be used to input your response to file audit findings for responses to our auditors as well as to MSHDA.