



Minneapolis Property Owner Incentive Damage Fund Claim Packet

The following packet contains the information and forms needed to submit a claim for the Minneapolis Property Owner Incentive Damage Fund.

Upon your submission, MPHA will begin the review process of your claim.

The following Information is included in this packet:

1. **Damage Claim Overview and Process**
2. **Reimbursement Eligibility Requirements**
3. **Program Limitations**
4. **Damage Claim Submission Checklist**

In addition to the information provided, this packet includes the following documents. The documents marked with a "*" are required.

- **Damage Claim Release***
- **Damage Claim Form***
- **Damage Claim Statement** (template for itemizing damages, not required, but recommended if you don't have your own form)

In addition to the documents listed above, the following documentation will also need to be submitted with your damage claim but are not provided in this packet.

- **Security deposit disposition letter.**
 - This should be the same letter that was sent to the tenant in accordance with Minnesota law.
- **A summary of all charges due.**
 - May be part of the security deposit disposition letter.
- **An itemized list of damages.**
 - May be part of the security deposit disposition letter. If you are using the Damage Claim Statement template in this packet, you do not need to provide an additional itemized list.
- **Photos of all damages at time of submission**
- **Receipts, invoices, and estimates for all amounts that you are requesting reimbursement.**

Please note: Project Based Voucher units are not eligible to receive reimbursement through this program.

Please review all materials in this packet prior to submitting your Damage Claim. If you have any questions, please reach out to Minneapolis Public Housing Authority at owners@mplspha.org.



Damage Claim Overview and Process

Tenant-caused damage, beyond normal wear and tear, is a serious violation for program participants, and may result in termination of assistance. Due to this, MPHA gives all program participants who have had such damage reported against them the opportunity to resolve the matter on their own, without the damage claim being paid out, in order to remain on the program. This means that once MPHA receives a damage claim, or report of tenant-caused damage, we will first meet with the program participant and give them the opportunity to resolve the balance. The damage claim will not be processed until after the participant has had this opportunity.

The following steps are the detailed process steps for the damage claim.

1. Property Owner/Managers submit the initial claim packet using this form: <https://bit.ly/MPHA-Damage-Claim> within 21 days of the tenant vacating the unit.

See the Damage Claim Checklist for a complete list of what should be included with the initial claim packet.

You will receive verification that the submission was received. The verification will come from “Minneapolis Public Housing Authority via Smartsheet”. The verification email will include a Damage Claim ID.

If you do not receive it within 2 business days, please check your spam folder. If you still have not received verification, reach out to owners@mplspha.org to request verification.

If you have any changes to the costs at any point, they need to be submitted to MPHA as soon as possible using this form: <https://bit.ly/MPHA-Damage-Claim-Update>. You will need your Damage Claim ID to submit updates.

2. MPHA staff will review the initial submission to ensure that it is eligible for reimbursement.

If the claim is determined to be ineligible, you will receive notification of this. However, MPHA will still go through their process with the participant to ensure that the balance is being resolved. If the balance is not resolved, it may still result in termination of program participation, but no payment will be made by MPHA for the damages.
3. MPHA will meet with the participant to discuss the damages, the balance, and their options for resolution.
4. The participant will have 10 business days to complete one of the following options:
 - a. Pay the balance: Pay the total amount still owed, or a different amount as negotiated between the participant and the property owner/manager.
 - b. Payment Arrangement: Negotiate with the property owner/manager to enter a payment arrangement.

If a payment plan is agreed to, the damage claim will be put on hold until the payment plan is completed. If at any point during the agreement the participant falls behind on payments, the property owner/manager must notify MPHA, and the participant will be given 10 business days to get caught up on the payments. If they fail to do so, then the claim will be processed and any funds awarded will be paid out, based on the current balance.



If a participant reaches out to the property owner or property manager to negotiate a payment arrangement, and the property owner/manager does not work with the participant in good faith, then the damage claim may be denied. Property owners are not required to agree to a payment plan, but there must be an effort to find a plan that works for both the participant and the owner

- c. Contest the Charges: Send written notice, via certified mail or email, to the property owner/manager and MPHA indicating that they wish to contest the charges.

In this case, once this notice is received, the property owner/manager will need to take one of two steps to proceed with the damage claim:

1. File a court action against the participant for the amount owed.
 - a. The damage claim will be placed on hold pending the outcome of the court proceedings. MPHA must be notified of the outcome of the proceeding by the Property Owner/Manager as soon as possible after the court proceedings.
 - b. If the Property Owner/Manager files a legal action, and then dismisses the case, or judgment is made against the Property Owner/Manager in the case, the claim will be closed and MPHA will consider the matter resolved.
2. Enter third party mediation with the participant for the amount owed.
 - a. The damage claim will be placed on hold pending the outcome from the mediation.
 - b. If the tenant refuses to participate in mediation, the damage claim will be reviewed and processed

In either of those options, the damage claim will be processed based on the outcomes of the action. This means that the amount awarded by the court action, or agreed to in mediation is the balance that the damage claim will be based on. At that point, the participant would then be given 10 business days to resolve the amount by paying the total amount or entering into a payment arrangement (options a and b above). If the tenant fails to resolve the amount, then MPHA will move forward with processing the damage claim.

If the Property Owner/Manager chooses not to proceed with one of the options above after a participant has chosen to contest the charges, then the Property Owner/Manager's damage claim may be denied.

5. If the balance owed is resolved through one of the options in number 4 above, then the damage claim will be closed. If the participant does not resolve the amount as required, then the damage claim will go into final review, the amount awarded will be paid out, and the damage claim will be closed.



Reimbursement Eligibility Requirements

The following requirements must be met for a damage claim to be eligible for reimbursement.

1. The tenant must have moved into the unit January 1st, 2018, or later.
2. The damage claim cannot be submitted prior to the owner or manager taking legal possession of the unit.
3. There cannot be any abatement of the unit in place at the time the damage claim is submitted
4. The initial claim form must be submitted within 21 days of the tenant vacating the unit.
 - a. The initial claim form includes:
 - i. The Damage Claim Release and Form (Pages 6 and 7 of this packet)
 - ii. A copy of the security deposit disposition letter that was sent to the tenant.
 - iii. An itemized list of all the damages.
 - iv. A summary of all charges due, such as a final move out ledger.
5. Only costs related to damages that are tenant caused, and above normal wear and tear, are eligible for reimbursement, but all amounts that are due should be included in the summary of charges due.
6. The damage claim **must** be submitted via <https://bit.ly/MPHA-Damage-Claim>.

In addition to the requirements above, prior to a damage claim being processed, the following is also required:

1. Photos of the damage, or a link to the photos.
2. Receipts of the requested reimbursement.

These items are not required with the initial submission but must be provided before the request for reimbursement can be processed.

Program Limitations

The following items cannot be covered by the Minneapolis Property Owner Incentive Fund. This list may be changed at MPHA's Discretion. While the items cannot be covered, they should still be included in the list of all charges, as MPHA would still require that the former tenant resolve those amounts.

- Unpaid Rent
- Unpaid Utilities
- Cleaning Charges
- Disposal/Removal/Storage fees
- Pest Control
- Normal Wear and Tear
- Painting fees that are unrelated to tenant-caused damages
- Costs incurred as part of an eviction



Damage Claim Submission Checklist

The following documents are submitted to MPHA within 21 days of the participant vacating the unit. Please use the checklist below to ensure that you are submitting all documentation that is required. If any of the required documentation is not submitted, it may result in the damage claim being denied.

The initial documentation must be submitted via: <https://bit.ly/MPHA-Damage-Claim>.

If you need to submit additional documentation after the initial submission, it can be submitted via: <https://bit.ly/MPHA-Damage-Claim-Update>

- The Damage Claim Release form (Page 6 of this packet)
- The Damage Claim form (Page 7 of this packet)
- Security deposit disposition letter that was sent to the participant
- Itemized list of damages (Sample on Page 8 of this packet)

You do not have to use the sample form in this packet. If you choose to submit your own list of damages, please ensure that all items are listed separately. The only time items may be grouped together is when they are the same type of item. For example, screens can all be grouped together regardless of which rooms they are in, because they are all screens, but screens should not be grouped with other items like doors, cabinets, or smoke alarms.

- A summary of all charges due (such as a final move out ledger)
- Photos of all damages at time of submission
- Receipts, invoices, and estimates for all amounts that you are requesting reimbursement.



Minneapolis Property Owner Incentive Fund
Damage Claim Release (Must be submitted)

Please read and initial each statement below. If any of these statements don't apply, this claim will not be eligible for reimbursement. Once completed this release must be included with the initial packet submission at <https://bit.ly/MPHA-Damage-Claim>.

- The initial lease for the unit and tenant was 2018 or more recently
- The tenant vacated the unit within the last 21 days
- I will provide MPHA with copies of all receipts, invoices, and estimates for damages
- I will provide MPHA with photos of all damages
- I will provide MPHA with all documentation in accordance with MPHA's damage claim policies
- I understand that the maximum claim amount is \$2,500
- I understand that the program requires the owner and the tenant to discuss the damages, and where possible, negotiate to mutually address and resolve the outstanding balance prior to MPHA considering the claim.
- I understand that if the tenant decides to contest the charges, I will be required to file a claim in court or enter into mediation prior to MPHA considering the claim.
- I understand that if I pursue legal action regarding the damages, and dismiss the action for any reason, or if judgment is found in the former tenant's favor, MPHA will consider the claim to be resolved, and no additional action will be taken.
- I understand that if the former tenant attempts to negotiate a payment arrangement, and I refuse to work with the participant in good faith, the damage claim may be denied.
- I will provide all additional documentation regarding this damage claim that is requested.
- If additional documentation is requested, I will have 10 business days to provide it, or this claim may be denied.
- I understand that MPHA's decision is final and not subject to appeal
- I agree that I will not seek compensation from the tenant for damages that are covered and awarded under this fund.
- I agree that all information provided is true, correct, and complete to the best of my knowledge and recollection.



**Minneapolis Property Owner Incentive Fund
Damage Claim Form (Must be submitted)**

Property Owner Information

Name:		If Company/Organization, specify contact person:	
Mailing Address:			
City:		State:	Zip:
Phone:		Email Address:	

Unit Information

Unit Address:			
City:		State:	Zip:
Tenant Name:		Date Tenant Vacated:	

Damage Claim Information

Total Balance Owed (After applying Security Deposit and interest):	\$
Total Amount for Tenant Caused Damages (TCD Amount):	\$
Total Reimbursement Requested (Lesser of TCD Amount or \$2,500):	\$

I understand and agree that any payments made under this claim are my sole remedy for damages to the Unit covered by the Minneapolis Property Owner Incentive Fund. In exchange for the payment, I agree to release the Tenant, the Minneapolis Public Housing Authority (MPHA) and the City of Minneapolis of all claims existing now and into the future for damages to the covered Unit to the extent covered by the payment under this Fund.

Signature

Date



Minneapolis Property Owner Incentive Fund
Damage Claim Statement (optional)

Item Description: (only group like items together)	Single Amount	Quantity	Total Amount
Total:			