

PRODUCT SPECIFICATIONS FOR i-CAM

UPDATED: March 5, 2020

These Product Specifications describe the current functionality and certain dependencies of the above-referenced product center (the “Product Center”). Access to and use of the Product Center is governed by an underlying agreement and, as applicable, addendum (collectively, the “Agreement”) with RealPage, Inc. and, as applicable, its affiliates (collectively referred to herein as the “Provider” “we” or “us”). Capitalized terms used in these Product Specifications have the meanings provided in the Agreement unless otherwise defined herein.

Subject to the terms of the Agreement, these Product Specifications may be modified at any time. If we modify these Product Specifications, we will post the updated version at <http://www.specifications.controls.realpage.com> and update the “Updated” date above. We recommend that you review these Product Specifications periodically for any changes. Your continued access to or use of the Product Center will constitute your acceptance of the updated Product Specifications.

1. AUTHORIZED USERS AND PASSWORD

Provider will provide the licensee under the Agreement (“Licensee”) with a user name and password permitting Authorized Users to access the Product Center. Licensee is responsible for the protection and dissemination of such user name and password and for any activities or actions occurring under Licensee’s account or log-in credentials—including, without limitation, for any losses or damages resulting from the loss, theft or misuse of or failure to protect any such user name or password. Licensee will permit only Authorized Users to access the Product Center, will ensure that all Authorized Users comply with the terms and conditions set forth in the Agreement and herein, and will not permit any person that ceases to be an Authorized User to continue to use a user name or password.

2. OVERVIEW OF i-CAM

i-CAM is a web-based management tool that enables property managers to monitor, analyze, and enforce practices and policies at Sites. i-CAM automates the process of leasing and renting apartments—from electronic guest card to final move-out, and simplifies the leasing, resident management, and rent management processes.

i-CAM assists certification and reporting for the affordable housing industry. It enables HUD, Rural Development, HUD-PHA (50058), and Tax Credit Sites to perform daily and monthly processing and communicate with various government agencies as well as contract administrators.

If the functionality is activated, i-CAM also supports Facilities and Purchasing functionality.

Note: The i-CAM Product Center was not designed to store electronic protected health information, as defined by Section 160.103 of the HIPAA Regulations, 45 CFR Parts 160, under the Health Information Portability and Accountability Act Omnibus Final Rule released on January 17, 2013. Users should not use any feature of the i-CAM Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR i-CAM

This section outlines the major capabilities of i-CAM:

3.1. Affordable Settings

- a. Multiple income limit table types available for different programs and for each county related to the property
 - b. Passbook rate
 - c. Verification letter recipient management
- 3.2. i-CAM Supports HUD, RD, Tax Credit, and PHA Programs
- a. HUD program types:
 - (i) Section 8
 - (ii) Section 8/202
 - (iii) Section 202/162 PAC
 - (iv) Section 202 PRAC
 - (v) Section 811 PRAC
 - (vi) Section 236
 - (vii) BMIR contracts
 - (viii) RAP (Rental Assistance Program)
 - (ix) Rent Supplement
 - (x) Rent Supplement with Section 202
 - (xi) HUD Low Rent PHA (50058)
 - (xii) USDA RD Section 515
 - b. Tax Credit program types:
 - (i) LIHTC
 - (ii) HOME
 - (iii) Bonds
 - c. Separate contract rent and utility allowance schedules
 - d. HAP processing and history
 - e. EIR processing and history
 - f. TRACS version set by contract
 - g. Special Claims processing
 - h. Allow TRACS Tenant and HAP files to be sent to different and multiple recipients
 - i. TRACS recipients are defined
 - j. HUD general information settings:
 - (i) Plan of action
 - (ii) Currently or formerly HUD-owned properties
 - (iii) Deposit interest rates
 - (iv) Minimum rent rule information
 - k. Welfare rent types and applicable welfare rent tables
 - l. Collection of HUD contact names and addresses for each property, including:
 - (i) Occupancy manager
 - (ii) Contract administrator
 - (iii) 504 coordinator
 - m. Compliance-specific management settings
 - (i) Functionality to print the notification of vacancy report
 - (ii) Functionality for verification letters received before completing
 - (iii) Functionality for initial notices prior to finalizing a HAP Request

- (iv) Functionality for annual recertifications for a property are processed in the same month

3.3. Waitlist Settings

- a. Define the number of waiting lists an applicant can be added to
- b. Define the maximum number of times an applicant can refuse a unit and remain on the waitlist
- c. Numerous resident selection preferences
- d. Multiple preference schemes

3.4. Prospects, Applicants, and Residents

- a. Prospects
 - (i) Quick Qualify determines the programs for which a prospective household may qualify, based on an estimate of total income and assets
 - (ii) Guest card with tips
 - 1. Printable guest card
 - (iii) Ability to schedule follow-ups
 - (iv) Ability to record units shown
 - (v) Ability to record activities such as additional visits and/or phone calls
 - (vi) Ability to search for prospects by name
- b. Applicants
 - (i) Apply now—enter additional members, select a unit and the lease term for a prospect household; can also review application fees and deposits
 - (ii) Interview reminders can be included on the Application Summary to alert the applicant of items needed for the certification interview; these items can be customized at the company level
 - (iii) Interview wizard provides a question and answer format to gather household member information and the income, asset, and expense information needed to determine eligibility
 - (iv) Apply for a specific apartment
 - (v) Collect rental history, employment history, and emergency contact information that carries through to resident record
 - (vi) Collect vehicle and pet information that carries through to resident record
 - (vii) Collect detailed financial information, including income, asset, and expense information that carries through to resident record
 - (viii) Selection of rentable items
 - (ix) Selection of assignable items
 - (x) Assessment of multiple fees and/or deposits through process
 - (xi) Track applicants with signed and unsigned leases
 - (xii) Ability to cancel or deny applications
 - (xiii) Ability to undo cancellation or denial of applications
 - (xiv) Ability to send email messages
 - (xv) Ability to record transactions
 - (xvi) Ability to search for applicants by name, unit, vehicle tag, document number, and rentable or assignable items
- c. Residents
 - (i) Move-in
 - (ii) Generate and print renewal offers
 - (iii) Renew and print renewal statement

- (iv) Bulk lease renewal offer letters and reminders
- (v) Generate annual and interim recertifications
- (vi) Schedule and generate 120-, 90-, and 60-day annual recertification reminder notices
- (vii) Track annual recertification due dates and progress by household
- (viii) Access income, asset, and expense information from the Financial tab
- (ix) All certification history is available from the Certification tab
- (x) Transfer within property
- (xi) Give notice on unit and/or rentable items
- (xii) Cancel notice
- (xiii) Move-out
- (xiv) Edit move-out proration
- (xv) By role, edit lease dates outside of current A/R period
- (xvi) Enter charge, payment, and credit transactions
- (xvii) Multiple transaction ledger views
- (xviii) Ledgers by subjournal
- (xix) Final account statement after move-out with customizable charges
- (xx) Final account statement after move-out with automatic write-offs
- (xxi) Ability to search for residents by name

3.5. Waitlist Management

- a. Waitlist wizard permits User to add a prospect/applicant to the waitlist. Pertinent waitlist information is gathered in order to determine the new waitlist applicants' position.
- b. Waitlist View enables Users to identify top applicants by bedroom size, including their current status and waitlist positions.
- c. Waitlist Workspace allows for processing of applicants who are at the top of the waitlist and are a match for a vacant unit, including offer unit letters and response tracking.
- d. Ongoing waitlist management including the ability to generate bulk letters to applicants, bulk update of applicant status, and purge records that are beyond the record-keeping requirements.
- e. Ability to open/close the entire waitlist or a specific bedroom size.
- f. Vacant or upcoming vacant units are monitored and can be matched to the list of top waitlist applicants.
- g. Interview wizard allows for data gathering of member and financial information and verification.
- h. Automatic recalculation of waitlist positions.
- i. Audit trail of waitlist applicants documenting the reason an applicant is skipped (bypassed) in the unit offering process.
- j. Audit trail allows tracking all changes on the application from its inception through to the move-in.

3.6. Transactions

- a. Recurring scheduled billing
- b. Prompt payment posting
- c. Proration calculator
- d. Bank deposits
- e. Ability to edit transaction entry posted to wrong account to correct account
- f. Ability to reverse transactions

- g. Ability to force daily late charge posting
- h. Bulk transactions by transaction code
- i. Bulk distribution of transaction amounts
- j. Import a file
- k. Miscellaneous income handling
- l. Manual cash application available
- m. Skip handling
- n. Transactions, bank deposits, miscellaneous income, and reports by property
- o. HUD assistance and resident billing can be tracked separately
- p. Automatic late fee billing

3.7. Verification Letters

- a. Ability to track the status of verification letters
- b. Centralized location for verification letters, forms, and notice processing, allowing for letters to be queued and printed for records that have not yet been added to i-CAM
- c. Ability to track verification letters and forms
- d. Ability to maintain and customize default letters
- e. Ability to collect and maintain lists of letter recipients for third-party verifications

3.8. Certify Wizard

- a. Guides User through processing a certification(s)
- b. Option to prevent approval of a certification before verifying all member, income, and asset information
- c. The expense allocation step in the Certify wizard allows for the allocation of all eligible expenses to all eligible incomes in one location
- d. Ability to view what program a household qualifies for and select the program in which to place the household
- e. Test for program requirement violations that may be triggered by a household and resolve them before moving forward with the certification
- f. Provides warnings for new move-ins or Initial Certifications for Section 8 contracts when the percentage of move-ins per calendar year falls below Income Targeting percentage
- g. HUD-50059 certification form
- h. Tax Credit – Various state TIC forms
- i. Tracks the status of certifications: trial, approved, and final
- j. Tracks whether HUD-50059 certifications have been reported on HAP Request, reported on EIR, and included in a TRACS file

3.9. Reports

- a. Includes HUD-mandated reports, forms, letters, and notices required for HUD properties
- b. Management reports including:
 - (i) Next annual recertification report
 - (ii) Recertification status tracking report
 - (iii) Verification responses report
 - (iv) Income targeting report
 - (v) Certifications report

- (vi) Apartment information report (Rent Roll)
 - (vii) Resident information report
 - (viii) Current / Former residents
 - (ix) Customizable certification details report
 - (x) Customizable contact details report
 - (xi) Certification activity report
 - (xii) Affordable Rent Roll/GPR report
- 3.10. Monthly Compliance Processing
- a. Annual Recertification Process
 - (i) Produces annual recertification notices, including the 120-day first reminder notice, the 90-day second reminder notice, and the 60-day third reminder notice
 - (ii) Produces initial notice with all move-in, annual, or initial certifications
 - (iii) Reminder notices can be printed on demand or scheduled to be printed in a batch
 - (iv) Allows for response tracking of verification letter, forms, and notices
 - (v) Ability to record interview dates for each household
 - b. Special Claims
 - (i) Generate all special claim forms
 1. Form HUD-52671-A (Unpaid Rent/Damages)
 2. Form HUD-52671-B (Vacancies During Rent-Up)
 3. Form HUD-52671-C (Regular Vacancies)
 4. Form HUD-52671-D (Debt Service)
 - (ii) Allows for an approval process for special claims
 - (iii) Allows for approved special claims to be integrated into the HAP Request billing
 - c. HAP Request
 - (i) HAP Request process for all applicable program types:
 1. Form HUD-52670
 2. Form HUD-52670 A, Part 1
 3. Form HUD 52670 A, Part 2
 4. Form HUD 52670 A, Part 3
 5. Form HUD 52670 A, Part 4
 6. Form HUD 52670 A, Part 5
 - (ii) Permits User to generate the HAP Request multiple times, selecting when the HAP Request should be considered complete
 - (iii) Permits User to revise a finalized HAP Request
 - (iv) Permits User to correct a finalized HAP Request
 - (v) Stores all historical HAP Requests
 - (vi) Post HAP payment process
 - (vii) View and print HAP distribution
 - (viii) Permits User to change HAP signer information
 - d. EIR (Excess Income Reporting)
 - (i) Allows for monthly reporting of Section 236 excess income, producing all the appropriate HUD forms
 - (ii) Allows User to generate the EIR multiple times, selecting when the EIR should be considered complete

- (iii) Allows User to revise a completed EIR report
- e. Project Worksheet
 - (i) Project worksheet for all project types:
 1. 3560-29 Notice of Payment due
 2. 3560-29 Part II
 3. Worksheet Summary report
 - (ii) Permits User to generate the Project Worksheet multiple times, selecting when the Project Worksheet should be considered complete
 - (iii) Permits User to revise a finalized Project Worksheet
 - (iv) Permits User to correct a finalized Project Worksheet
 - (v) Stores all historical Project Worksheets
 - (vi) Post Rental Assistance payment process
 - (vii) View and print Rental Assistance distribution
 - (viii) Permits User to change Project Worksheet signer information
- f. TRACS Processing
 - (i) New TRACS files can be created containing the appropriate MAT records reflecting activities that occurred on the property
 - (ii) Permits User to select which records to send to TRACS
 - (iii) Permits User to view the MAT records in summary or detail reports
 - (iv) Edit TRACS file tool available to certain user roles
 - (v) Transmits files to HUD or the defined recipient
 - (vi) Receive responses from HUD
 - (vii) Review responses in format received or review them unit-by-unit
 - (viii) Advanced find / resend option permits User to search for certifications by unit, name, type, or date range to include in a TRACS file
 - (ix) Resend TRACS records based from a previously submitted TRACS file
 - (x) Permits User to send tenant TRACS records in advance of the HAP Request that they will be reported on
 - (xi) Transmit baseline files
 - (xii) Transmit address loads
- g. MINC File Processing
 - (i) New MINC files can be created containing the appropriate records reflecting activities that occurred on the property
 - (ii) Permits User to select which records to include in the MINC file
 - (iii) Permits User to view the MINC records in summary or detail reports
 - (iv) Edit MINC file tool available to certain user roles
 - (v) Allows the user to save the MINC file to their desktop for submission to USDA
 - (vi) Advanced find / resend option permits User to search for certifications by unit, name, type, or date range to include in a MINC file
 - (vii) Recreate MINC file based from a previously saved MINC file
- h. PIC File Processing
 - (i) New PIC files can be created containing the appropriate records reflecting activities that occurred on the property
 - (ii) Permits User to select which records to include in the PIC file
 - (iii) Permits User to view the PIC records in summary or detail reports

- (iv) Edit PIC file tool available to certain user roles
- (v) Allows the user to save the PIC file to their desktop for submission to their Public Housing Authority
- (vi) Advanced find / resend option permits User to search for certifications by unit, name, type, or date range to include in a PIC file
- (vii) Recreate PIC file based from a previously saved PIC file
- i. Gross Rent Changes
 - (i) Permits gross rent changes for all HUD program types, and RD projects
 - (ii) Calculates and generates all required HUD certifications and/or RD certifications as a result of gross rent changes
 - (iii) Provides a preview report prior to posting the Gross Rent Change results; reporting all certifications and ledger adjustments that will be generated as a result of the Gross Rent Change
 - (iv) Permits User to post results or cancel the process
 - (v) Posting the Gross Rent Change will produce certifications, adjust scheduled billing records, and calculate and post all adjusting transactions to the resident and subsidy ledgers, resulting from the Gross Rent Change
 - (vi) Undo Gross Rent Change option available prior to submitting Gross Rent certifications
 - (vii) Correct Gross Rent Change option available after submitting Gross Rent certifications
 - (viii) Permits bulk approval of full certifications
 - (ix) Permits User to bulk print all or groups of certifications resulting from the Gross Rent change
 - (x) Permits manual historical rent changes
- 3.11. HUD Repayment Agreements
 - a. Create and manage HUD Repayment plans
 - (i) Permits User to initiate a HUD Repayment due to Fraud or Tenant Misreporting
 - (ii) Permits User to set up repayment schedule to determine tenant's monthly repayment amount
 - b. OARQ Manual Adjustments automatically added to the applicable HAP Request
 - (i) Manual Adjustment automatically created to wash out the initial lump repayment amount
 - (ii) Manual Adjustment automatically created for each tenant repayment transaction
- 3.12. Administration
 - a. Manage rent schedules for all programs, including market
 - b. Manage concessions
 - c. Bulk letters and notices
 - d. Bulk print certifications
 - e. Customize letters and notices
 - f. Month-end processing (close and pre-close)
 - g. Ability to schedule late fee posting, close/pre-close and scheduled billing as tasks
- 3.13. Corporate Office-Level Setup
 - a. Define days for follow-up based on type of activity
 - b. Edit default name on report headers to be other than PMC name
 - c. Establish floor plan groups
 - d. Manage traffic sources

- e. Manage work locations
 - f. Manage household statuses
 - g. Manage household income ranges
 - h. Add activity types
 - i. Manage amenities
- 3.14. Property-Level Setup
- a. Create customizable fields for use within various system areas
 - b. Choose and maintain property amenities
 - c. Rents by lease term
 - d. Establish price ranges
 - e. Deposits by floor plan or by unit
 - f. Rentable and gross square footage for units with a floor plan may vary
 - g. Unit designations—for reporting purposes on occupied units
 - h. Concessions by lease term
 - i. Concessions by one-time amount or amount over certain number of months or lease term
 - j. Concessions for new leases, transfers, or renewals
 - k. Concessions by monthly rent amount divided across lease term or certain number of months
 - l. Unlimited number of transaction codes
 - m. Unlimited number of late methods
 - n. Late methods by dollar or percentage
 - o. Late methods will now support items billed at various times throughout the month, such as rent on the first of the month and utility billing on the fifteenth; each item may have a different day it is late and a different way of charging late fees
 - p. Late fees may round to the nearest dollar
 - q. When charging late fees on any transaction codes, if using a percentage formula, you can bill on the open balance of the transaction code or the amount originally charged
 - r. Set up interest amounts to be paid on various deposits
 - s. Set up rentable items—those that are charged for
 - t. Set up assignable items—those that are tracked but not charged for
 - u. Establish property pet policy
 - v. Assign property floor plans to predetermined floor plan groups
 - w. Set up checklists for required and optional tasks for move-ins and move-outs
 - x. Set up fees associated with applications & waitlist
 - y. Set up fees associated with move-ins
 - z. Set up fees associated with transfers
 - aa. Set up fees associated with insufficient notice
 - bb. Set up fees associated with early lease termination
 - cc. Set up standard fees for after move-out final account statements
 - dd. Set up standard pet and other deposits
 - ee. Set up result codes for use on guest cards
4. CALIFORNIA CONSUMER PRIVACY ACT OF 2018 (“CCPA”) DATA PROCESSING STATEMENT

This CCPA Data Processing Statement applies to “Personal Information” of a “Consumer” as those terms are defined under the CCPA (referred to hereafter as “Personal Data”) that RealPage processes

in the course of providing services under the Product Center (“Services”) governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

- 4.1. Customer’s Role. The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.
- 4.2. RealPage’s Role. RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.
- 4.3. Data Processing, Transfers, and Sales. RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as “selling personal information” as that term is defined under the CCPA.
- 4.4. Sub-Service Providers. Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer (“Sub-Service Providers”). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.
- 4.5. Security. RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.
- 4.6. Retention. RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer’s written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.
- 4.7. Assistance with Consumers’ Rights Requests. If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer’s Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.
- 4.8. Enforceability. Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.