



## MANAGEMENT BULLETIN #590

**DATE:** 10/7/2024  
**TO:** Owners and Agents of IHDA Assisted and Financed Properties  
**CC:** IHDA Asset Management Staff  
**FROM:** IHDA Asset Management Department  
**RE:** Reserve Request New Intake Form

### SUMMARY:

In our efforts to make doing business with IHDA easier, we are excited to announce a new online process for submitting reserve and escrow requests. The new intake process allows our developers and property managers to submit reserve and escrow requests directly into our processing and tracking system via a form allowing you to add key information, by attaching receipts and supporting documentation directly to our Monday.com platform. Overall, the new intake process will provide a faster experience. [Access the Reserve Request Withdrawal Form here.](#)

We are allowing a four-week grace period to adjust to the new process. After **November 4, 2024**, IHDA will no longer accept requests via email and the old form will be returned to you for resubmission.

To summarize:

1. The form provides ease of use and improved access when submitting a reserve/escrow withdrawal request. When the submitter completes the form, the authorized signer will automatically receive an email for their approval signature. You no longer need to sign the form via Adobe PDF. Once signed, the request will automatically be submitted to our intake and review process.
2. There are links in the new form to provide instructions and procedures, documents, and helpful information on the IHDA website.
3. Sections are provided for you to attach all relevant supporting documents. There are no limits on the file size as typical with email.
4. The built-in functionality will provide a confirmation email to confirm the request has been submitted. A feature successfully tested with internal and external users alike.

Please share this communication with everyone on your team engaged with requesting funds from your reserve/escrow accounts. Allow 30 business days for escrow/reserve requests and 45 days for Preservation grant funds from the submission date. Missing documents, inspections, and other requirements can lead to denials delaying the process.

To further assist you acclimating to this new and improved process, [a brief training video is available for you to review here.](#)

We will provide office hours on specific dates and intervals where you can join live with team members to answer any questions you may have. [Please click here to sign up for a session.](#)

We are very excited to deliver this significant process improvement as IHDA and the Asset Management department continue to streamline and improve our systems.

If you have any questions, comments, concerns, and or compliments, please send an email to [ReserveRequest@IHDA.org](mailto:ReserveRequest@IHDA.org) or you can reach out to your assigned Financial Analyst.

Thank you for your support and continued partnership.



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