North Carolina Housing Finance Agency: Rent Increase Process
Tips and Guidelines for a Successful Request

Updated November 3, 2026

Step-By-Step Instructions to Enter into RCRS

- Step 1: From the HOME Screen, you will select the property you wish to enter a rent increase for by clicking "Property List" along the top of the screen
- Step 2: Click the Agency Project Number (APN) of the property you wish to work with
- Step 3: From the menu bar along the top select Property Menu followed by Rent Structure
- Step 4: You are ready to begin entering the proposed rent structure. Click the green "Add Proposed Rent Structure"
    - The date to the right of the "Approved" button is the date of the last approved increase
    - If the "Add Proposed Rent Structure" button is not available, there is likely already an increase pending
    - If this is the initial rent structure being added, those initial rents MUST match the Deed Restrictions and/or Estoppel Agreement and only entered once permanent financing has been completed
- Step 5: Enter the effective date of the proposed rent increase
    - Must be a minimum of 90 days from the submission (or re-submission date)
        - Tenants must be provided with 60-day notice (HOME properties)
    - The required versus reported # of bedrooms and set-asides are listed. The green is the reported info (will be red if the minimum is not met). The black is the required info.
- Step 6: Update the Rents and Utility Allowance per bedroom size and set-aside type
    - You MUST click the green "update" button after each line item
    - Ensure the UA entered is the most recent approved UA amount
    - If the property charges a fee that needs to be included in the rent, it also must be entered (i.e. parking, cable)
    - Under the Total column, you should see the amount the gross rent was changed
- Step 7: If a property has HOME/NHTF funding, you must select which units will count towards the HOME/NHTF requirement
    - Remember HOME/NHTF units float, however the Agency must ensure you have the correct number of units to meet the requirements
    - If a property is 100% HOME, all units should be selected
- Step 8: Once all the Rents and UA's have been entered, click the blue "OK" button at the bottom of the screen
    - Ensure all rents and UA's are the proposed amounts
    - Ensure all the set-asides at the top of the screen are being met per the funding sources
    - If you need to alter the structure for any reason (i.e. add another rent level per bedroom size), you can click the yellow "Alter Rent Structure" button. This feature is rarely used once a rent structure is set up.
- Step 9: Now it is time to enter the proposed budget for the same year of the proposed rent increase. Click the green "Add Budget" button.
    - Please review the effective date to the right to ensure it is a minimum of 90 days from the date of submission (or re-submission)
    - Data is only entered under the Income Statement section of the budget
    - Once submitted, data is compared to the most recent audited financial
    - If there are major discrepancies, the Agency may ask for additional documentation
    - After all info has been entered, and checked, click the blue "OK" button at the bottom
- Step 10: Once all data has been reviewed and is ready to be submitted for Agency approval, click the green "Submit" button at the top of the screen
- Step 11: To confirm you want to submit, click the blue "OK" button
    - The rent increase will NOT be submitted until you click this last button
- Step 12: Waiting for approval
    - The Agency has 30 days to review and approve the proposed rent increase
    - If corrections (or more info) are needed, the 90 day starts over once the increase is re-submitted
    - Management will see a green "Pending Approval" button grayed out during the approval process

Initial Rent Structure

- For new properties, there will be no rent structure in RCRS. Management must enter based on the final rents from the development phase
    - Final rents are usually found in the Estoppel Agreement and/or Deed Restrictions
- Initial Rent Structures are completed following all the same steps as a normal increase
- The effective date of the rent increase will be the effective date on the Estoppel Agreement and/or Deed Restrictions
- Once you get to Step 9 (Adding the Budget), management has to click the "Add Budget" button, but no data will be entered. Will just click "OK" at the end
- Once the initial rent structure is approved, management may then enter a rent increase

Properties with HUD/RD Approved Rents

If a property gets HUD/RD approval on rents AND the property requires Agency approval on increases

- Follow the same steps to enter the approved rents annually
- Ensure rents and UA's match those listed on the approval letter
- Ensure the effective date matches the approval letter
- Forward the approval letter to Krista Zimmer @ klzimmer@nchfa.com

Things to Remember

- Utility Allowance (UA) must be valid (and not expired at the time of submission)
    - It is management's responsibility to ensure any future UA changes do not cause the rents to go over the max rents
- Prior year audited financials must be entered into RCRS (if they are due)
- Effective date is minimum 90 days from submission date (or re-submission date)
- HOME rents are not exceeded, and HOME units are selected (if applicable)
- Increase is $25 per unit per month or less (if more, additional documentation will be needed)
    - No matter the amount of the approved increase, $50/year (elderly property) and $75/year (family property) are the maximum allowed to be passed to current unassisted tenants.
- Ensure the proposed budget has been entered

Link to NCHFA YouTube Training Channel: Link to YouTube training videos

11/3/2026 Changes: Changed requirement to enter into RCRS from 60 days to 90 days (2 places). Corrected Krista Zimmers email address