



1981 Blake Street
Denver, Colorado 80202
888.925.5720
800.877.chfa (2432)
www.chfainfo.com

insight tenant file upload instructions


Asset Management

In some cases, CHFA Program Compliance Officers will conduct the file portion of LIHTC and CHFA Loan program compliance reviews electronically. Once an electronic review is confirmed by the Program Compliance Officer, owners may submit their tenant files for review using the CHFA Insight system.

CHFA's Insight system allows registered users to submit documents up to 20MB in size in a secure manner, protecting any Personally Identifiable Information ("PII"), such as Social Security numbers and birthdates. If you have not yet registered for Insight, please complete an [enrollment form](http://www.chfainfo.com/arh/asset/LIHTCForms/Insight-Enrollment-Form.pdf) at www.chfainfo.com/arh/asset/LIHTCForms/Insight-Enrollment-Form.pdf and email it to [Peggy Boyd](mailto:Peggy.Boyd@chfainfo.com) at pboyd@chfainfo.com.

how to upload tenant files via insight

Once registered, follow the steps outlined below to upload the tenant files selected by CHFA.

- Scan and save each selected tenant file to your computer in .pdf format.
 - Ensure each tenant file contains a completed [CHFA Electronic File Review Checklist](http://www.chfainfo.com/arh/asset/LIHTCForms/Electronic-File-Review-Checklist.pdf) at www.chfainfo.com/arh/asset/LIHTCForms/Electronic-File-Review-Checklist.pdf as the first page.
 - Since Insight can accept only files that are 20 MB or smaller in size, please divide any file that is over 20 MB into several smaller files.
 - If you are unable to save your file to .pdf format, please contact your Program Compliance Officer for possible alternatives.
- [Sign into Insight](http://www.echfa.com/Insight/login) at www.echfa.com/Insight/login and select the "Upload Documents" icon  for your property.



1. Select the "year to view" from the drop-down list (use the current year), then scroll down to the section titled "For Properties with Management Reviews."
2. Under "Response to LIHTC and/or CHFA Loan Management Review and Physical Inspection," click the "select file" button and then browse for the tenant file that you scanned and saved to your computer.
3. Highlight the tenant file on your computer and click the "Open" button. Then click "Upload File(s)."
4. Email your Program Compliance Officer to notify them once all the requested tenant files have been uploaded.

If you have any questions or run into any technical issues, please contact your Program Compliance Officer directly.