



# Management and Occupancy Review Specialist (MORS)

Be More. Do More. Succeed More.  
Become a MOR Specialist with NCHM training.

NCHM offers the best Management and Occupancy Review Specialist (MORS) training in the housing industry. It's a certification program for both management personnel and staff of regulatory agencies.

MORS provides an in-depth understanding of the process used by HUD staff and Contract Administrators in conducting HUD-mandated Management and Occupancy Reviews (MOR). MORS is geared toward property management, HUD, and contract administrator staff who wish to enhance their skills and become more complete housing professionals.

Management and Occupancy Reviews are conducted by HUD and Contract Administrators as part of an annual assessment of management performance and property compliance with HUD guidelines and regulations. Our MORS program reviews these guidelines and regulations and their relevance to the MOR process and examines the common errors that lead to poor performance on MORs by both management staff and contract administrator staff.

You cannot improve until you know where the problems are and how to fix them. MORS is taught by instructors with practical experience. They can help you pinpoint the causes for potential issues before they arise. You will become a proactive professional.

## COURSE PROFILE

**Duration:** Two days

**Exam:** Includes online exam - one week to complete

**Format:** Lecture with multimedia presentation

**Prerequisites:** None

**Audience:** Property managers; contract administrator staff

**Provided:** Course Materials; HUD Form 9834

**Bring:** Calculator and pencil (required); highlighter, sticky notes (recommended)



Program dates/registration  
visit [nchm.org](http://nchm.org) or call 800-368-5625

**Please Note: MORS is available both online and in the classroom. In either case, the certification exam is completed online. Students have one week following completion of the class to take the online exam.**

### What you will learn:

- HUD Form 9834 is used to document the Management and Occupancy Review. MORS will take you from the desk reviews of the HUD staff and contract administrator before they arrive on-site, to making corrections or challenging findings after the MOR has been completed.
- Learn what is behind each item on the HUD Form 9834. MORS uses material from Title 24 of the Code of Federal Regulations; HUD Handbook 4350.3, Rev. 1; along with a variety of HUD notices.
- MORS will teach you to spot and correct potential trouble spots in advance of the review. While NCHM cannot guarantee you'll receive a superior rating on the MOR, we can assure you that you'll have a greater understanding of the process, guidelines, and regulations - and the potential pitfalls. Until you gain this knowledge, it will be a daunting challenge to spot the warning signs and take the right action.

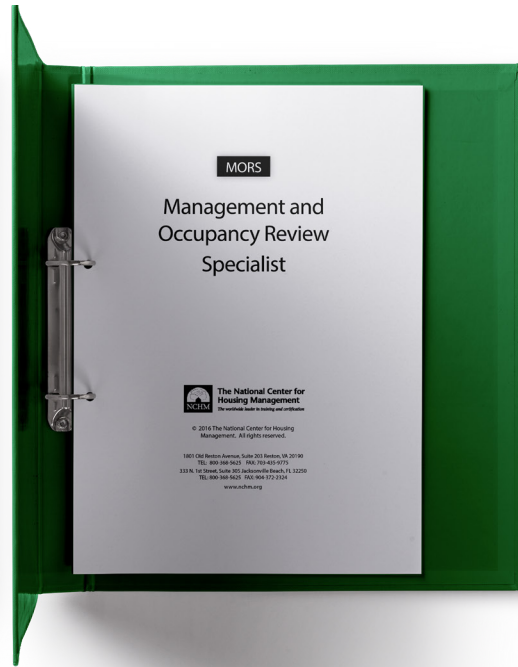
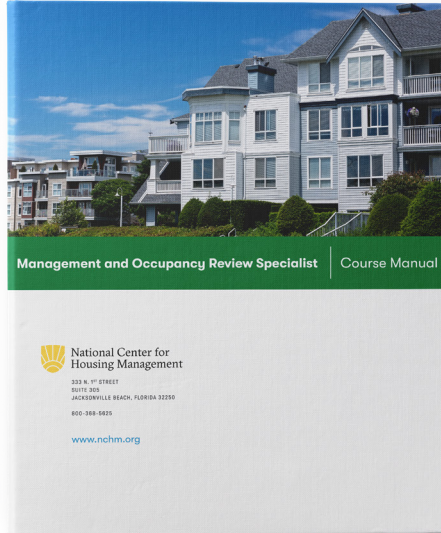
### How you will learn:

- MORS is a classroom-based and online program led by an experienced instructor and practitioner. The program includes question-and-answer sessions, as well as quizzes and exercises that enabled students to test their knowledge of the material.



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## COURSE MATERIALS



- Course Manual (above), related notices, memos and forms
- COSA Course Presentation
- Handouts
- HUD Form 9834

## COURSE AGENDA

DAY  
1

8:30am-5:00pm

- Introductions and Background of MORS
- Scheduling the MOR
- Desk Review
- Detailed On-site Review

DAY  
2

8:30am-5:00pm

- Leasing and Occupancy (cont.)
- Tenant/Management Relations
- General Management Practices
- Program Accessibility
- Summary Report
- Post-Management Review Process
- Exam

## MORS ONLINE

DAY  
1

1:00pm-4:00pm

- Introduction
- Scheduling the MOR
- Detailed On-site Review

DAY  
2

1:00pm-4:00pm

- Detailed On-site Review (cont.)
- Leasing and Occupancy

DAY  
3

1:00pm-4:00pm

- Detailed On-site Review (cont.)
- Leasing and Occupancy (cont.)
- Tenant/Management Relations
- General Management Practices
- Program Accessibility
- Summary Report
- Post-Management Review Process