



# Management and Occupancy Review Specialist (MORS)

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

MORS provides an in-depth understanding of the process used by HUD staff and Contract Administrators in conducting HUD-mandated Management and Occupancy Reviews (MORs) for HUD's Office of Multifamily Housing. MORS is geared toward property management professionals as well as HUD and Contract Administrator staff who have already become Certified Occupancy Specialists (COS) and who wish to better understand HUD's expectations when it comes to managing compliance.

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 provides a thorough examination of precisely what a reviewer will be inspecting during the review and explores the common errors that lead to poor MOR scores.

Your property cannot improve until you know the problems and their solutions. MORS is taught by instructors with practical experience. They can help you pinpoint the causes of potential issues before they arise. This course will help you become a proactive professional with strong property performance.

## What you will learn:

- By reviewing every item required by the HUD Form-9834, your instructor will explain the process of an MOR from the time of the Desk Review, through the on-site experience, and its completion after all the reviewer's comments are finalized.
- The instructor will revisit the HUD Handbooks 4350.3 and 4350.1, in addition to the requirements found in the Code of Federal Regulations, to familiarize participants with the very precise guidelines HUD has set in place to meet its goal of providing decent, safe, and sanitary housing.
- Participants will have the opportunity to put themselves in the shoes of an MOR reviewer as they virtually visit a property, interact with staff on-site, and audit a realistic sample file.
- While we can't guarantee a participant will receive a Superior rating on their next MOR, we can assure you that with your better understanding of the process, guidelines, and regulations, you'll be able to prepare your site well in advance of an MOR. You'll feel confident in addressing – and possibly challenging – any findings you may receive on your MOR.

## How you will learn:

- MORS is an online program led by an experienced instructor. The program includes question-and-answer sessions, quizzes, and exercises that enable students to test their knowledge of the material.

## COURSE PROFILE

**Duration:** Three days, four hours each day

**Exam:** Online, available for one week following the conclusion of the class

**Format:** Lecture with multimedia presentation and workbook

**Prerequisites:** Certified Occupancy Specialist (COS) certification *highly recommended*

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

**Provided:** Course Manual, Course Workbook, Sample Tenant File

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



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



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## COURSE MATERIALS



- Course Manual
- Course Workbook
- Sample Tenant File

## COURSE AGENDA

### MORS ONLINE

DAY  
1

1:00pm-5:00pm

- Introduction to the MOR
- The Desk Review

DAY  
2

1:00pm-5:00pm

- The On-Site Review
- The File Review

DAY  
3

1:00pm-5:00pm

- The File Review (cont.)
- Tenant & Management Relations
- After the On-Site Review