



# HEROS Frequently Asked Questions

WEBINAR SERIES 2017

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HEROS

# Presenters

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Presenters: Lauren Hayes, Lauren McNamara,  
and Liz Zepeda (HUD OEE)

Moderator: Ben Sturm (Cloudburst)

- Presentation is in listen-only mode
- Q & A session at end of presentation

# Webinar Format

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- Webinar will last approximately 60 minutes and is being recorded
- Use the Question Pod to submit questions at any time during the webinar
- Submit unanswered questions:  
<https://www.hudexchange.info/ask-a-question>
- Use the Question Pod to request assistance with technical difficulties
- Feedback survey link and instructions to get credit will be emailed

# Webinar Format

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- At certain points in today's presentation, we may be demonstrating a website and sharing our computer screen.
- To see this most clearly, you may want to use the "Full Screen" button in the upper right of the GoToWebinar window.
- To submit a question, you will need to click the "Full Screen" button again to resume normal view.

# Objectives

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Provide an opportunity for HEROS Users to interact with HUD staff and test their knowledge of various HEROS topic areas.

Update HEROS Users on system features, resource tools, and potential issues.

# Agenda

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Tools and Resources

System Updates and Troubleshooting

- Assign Review feature
- Partner User role
- Screen updates

FAQs by Category

Open Forum

# Tools and Resources

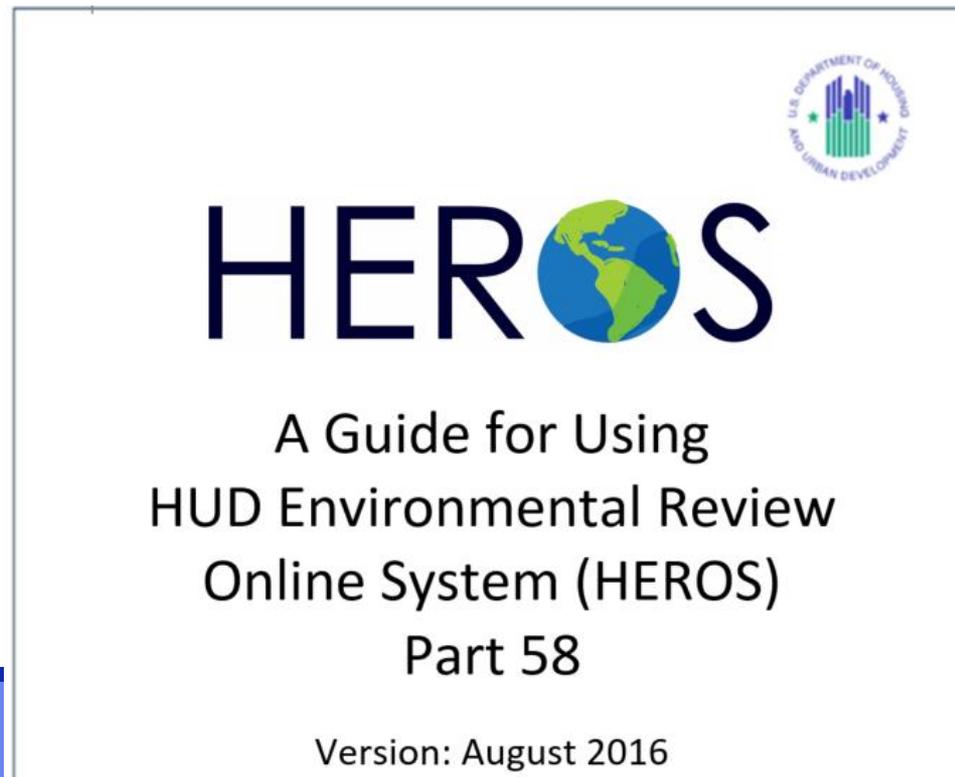
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# Tools and Resources

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HEROS User Guide

<https://www.hudexchange.info/resource/3150/heros-user-guide>



# Tools and Resources

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## HEROS “How To” Videos

<https://www.hudexchange.info/environmental-review/heros-e-tutorials/>

### Topic Areas:

- Introduction to HEROS
- Performing an Environmental Review in HEROS
- Performing a Tiered Environmental Review in HEROS
- HEROS Administration and Special User Rules

# Tools and Resources

## HEROS Frequently Asked Questions

<https://www.hudexchange.info/heros/faqs>

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Secretary Ben Carson



[Home](#) > [Programs](#) > [HEROS](#) > [HEROS FAQs](#)

## HEROS FAQs

 [Export \(xls\)](#)

**Filters**

**FAQ Keyword Search:**

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**Topics:**

- ▶ [General](#)
- ▶ [Navigation](#)
- ▶ [Posting and Finalizing Reviews](#)

**FAQs** Viewing 20 of 40 FAQs

### How will I know when my review is approved by HUD?

Date Published: October 2017

When HUD has approved the Authority to Use Grant Funds (AUGF) in HEROS, HUD will assign the review back to the preparer. An email notification will be sent to you from your HUD Representative to notify you that the AUGF has been approved and that the review has been assigned to you. When you receive this email you will be able to access the ...

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### I determined that mitigation measures were required on a related law, but it's not showing up in the Mitigation Measures and Conditions screen

# Tools and Resources

## HEROS Tiered Review Webinar

<https://www.hudexchange.info/trainings/courses/heros-tiered-environmental-review-webinar/1936/>

The screenshot shows the HUD Exchange website interface. At the top is a dark teal header with the HUD logo and the text "HUD EXCHANGE Secretary Ben Carson". A search icon is in the top right. Below the header is a breadcrumb trail: "Home > Trainings > HEROS Tiered Environmental Review Webinar - 5/11". A "Webinar" tag and an orange "HUD" badge are present, with "HUD SPONSORED" text below. The main title is "HEROS Tiered Environmental Review Webinar - 5/11". To the right are "Print" and "ShareThis" buttons. A grey box contains the event details: "Date: May 11, 2017 | 1:00 PM - 2:00 PM EDT" and "Location: Online". On the right, a box titled "Get Credit for this Training" contains the text "If you have attended or".

**HUD EXCHANGE**  
Secretary Ben Carson

Home > Trainings > HEROS Tiered Environmental Review Webinar - 5/11

Webinar **HUD**  
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## HEROS Tiered Environmental Review Webinar - 5/11

Print ShareThis

**Date:**  
May 11, 2017 | 1:00 PM - 2:00 PM EDT

**Location:**  
Online

**Get Credit for this Training**  
If you have attended or

# Tools and Resources

## HUD Exchange 'Ask A Question'

<https://www.hudexchange.info/get-assistance/my-question/>

**HUD EXCHANGE**  
Secretary Ben Carson



Home > Program Support > Ask A Question

## Ask A Question

Step 2 of 2 2 of 2

**\* My question is related to:**

Environmental Review and HUD Environmental Review Online System (HEROS) ▼

**\* Is your question related to the HUD Environmental Review Online System (HEROS)?**

Yes ▼

Please submit your question below.

### Your Question

**\* Please provide a subject line for your question**

# AAQ Feedback

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- For fastest resolution, check the FAQs first
- If something is not working, let the HEROS team know so that we can work on fixing it!

# Updates and Reminders

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# New Enhancements Made to HEROS

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New System Updates Implemented in Summer 2017!

- Assign Review Feature
- Partner User Role
- Improving the 7015.15 screen
- Screen Updates
  - Sole Source Aquifers
  - Housing Requirements
  - Mitigation Measures
  - 7015.15 – RROF/C

# HEROS Status by Program

HUD Program	HEROS Status
<b>Community Planning and Development</b>	
CDBG, HOME, SHOP	HEROS use optional (REs only)
CoC	Specialized paper formats preferred
State programs	HEROS not yet available
Part 50 CPD	HUD staff must use HEROS to process 58s rec'd in HEROS & all 50s
<b>Housing</b> RAD, FHA Multifamily, Healthcare	HUD staff should use HEROS now
<b>Public Housing</b>	
Part 50	HEROS mandatory (HUD only)
Part 58	Rollout coming soon
<b>ONAP</b>	Piloting in progress

# Assign Review Feature

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## The big picture:

- Before: Anyone with “edit” privileges to a review can edit it at any time
- Now: Only the “Assigned User” can edit a review
- Why? Improves security, prevents errors, tracks process

# Assign Review Feature

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## How it affects your work:

- When you start a review, you are automatically the Assigned User.
- Before anyone else can work on, review, or certify your review, you must “assign” it to them.
- After you assign your review, you won’t be able to edit it again until it is assigned back to you.
- HUD staff: This will allow you to track 7015.15/7015.16 approval

## My Environmental Reviews (50/58)

HEROS integrates guidance and assistance into the environmental review format, but it is not a substitute for learning and understanding HUD's environmental review process and all environmental laws and authorities addressed in this system. Responsible Entities are encouraged to attend regular environmental trainings led by HUD staff and ensure that they are familiar with all relevant environmental laws and authorities. HEROS users remain responsible for ensuring that their environmental review records are accurate and complete.

Start a new environmental review

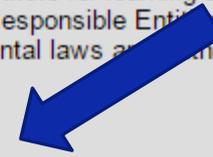
Go to tiered reviews



Show All



Show Reviews Assigned to Me



The Dashboard now divides your old dashboard into two views:

- “Show Reviews Assigned to Me” shows only those reviews where you are the current Assigned User
- “Show All” displays reviews that you are permitted to view
- Toggle between views using radio buttons at the top of the screen
- New buttons allow you to assign reviews or view the history of Assigned Users

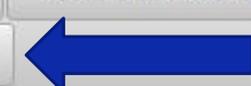
Edit selected environmental review

View 7015.16 - Authority to Use Grant Funds

View selected environmental review

Assign Review

View Assignment History



## Assign Review

Project Name: Sample-Review

After you assign this review to another user, you will no longer be able to edit it unless it is assigned back to you. Be sure you are done editing this review before assign it to another user.

First Name

Last Name

Search

Reset

Cancel

(1 of 1)      10 ▾

Last Name ⇅	First Name ⇅	Role ⇅	Organization ⇅	E-Mail ⇅	City ⇅	State ⇅
Poole *	Romona	HUD		romona.poole@hud.gov	Washington	DC

(1 of 1)      10 ▾

Other users who have previously been assigned to this review:

(1 of 1)      10 ▾

Last Name ⇅	First Name ⇅	Role ⇅	Organization ⇅	E-Mail ⇅	City ⇅	State ⇅
Hayes	Lauren	Partner	Generic Organization	lauren.e.hayes@hud.gov	Washington	DC
Zepeda	Liz	Responsible Entity	DENVER	elizabeth.g.zepeda@hud.gov	Washington	DC

(1 of 1)      10 ▾

Check here if you are assigning this review to your local HUD contact as the official submission of the 7015.15

Enter any comments you have for the next assigned user here:

The Request for Release of Funds and Certification for Sample Review is now ready for HUD's review. |

Assign

Cancel

# After Assigning a Review

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Both assignee and assignor will receive a system-generated email

Follow up outside the system before assigning the review to make sure the new assignee is available and confirm receipt.

- This step is especially important when assigning a review to HUD for their completion of the 7015.16 – AUGF.

The only people who can change an assignment are the current Assigned User and users with Admin privileges.

- If you assign a review and need to change it back, you must work with an Admin User to get it back.

# Partner User Role

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The big picture:

Before: HEROS could only be used by HUD staff and Responsible Entities

Now: Partners will be able to register for HEROS as a Partner user

Partners include:

- Public Housing Authorities
- Consultants
- Contractors
- Nonprofits
- Applicants
- Lenders
- Other Non-RE Recipients

# Partner User Role

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## How it affects your work:

- Partner users can enter information in a HEROS review on behalf of HUD or a Responsible Entity.
- As a HUD or RE user, you can assign reviews to Partner users in the system.
- Users will be able to assign reviews to a Partner, HUD, or an RE based on profile privileges.
- We will provide more detailed instructions on using this feature once the partner role is ready to roll out.

# User Role Locks

## Laws and Authorities screens

- Partner users will not have privileges to respond to the final question on the law and authority screens.
- RE or HUD should make the final determination about whether formal compliance or mitigation is required.

**Screen Summary**

**Compliance Determination**

Describe the basis that led to your determination here, identifying all key elements from your support documentation that substantiate your determination. The following minimum language is based on your responses in this section. You are strongly encouraged to edit this language to provide a clear description of your determination and a synopsis of the information that it was based on, such as:

- Map panel numbers and dates
- Names of all consulted parties and relevant consultation dates
- Names of plans or reports and relevant page numbers
- Any additional requirements specific to your region

This project is not located in a CBRS Unit. Therefore, this project has no potential to impact a CBRS Unit and is in compliance with the Coastal Barrier Resources Act.

**Supporting documentation**

Upload all supporting documents required in this section here:

**Are formal compliance steps or mitigation required?**  
Only Responsible Entity (for Part 58) or HUD (for Part 50) Users may respond to this question. Ensure that this question is complete before finalizing the review.

Yes 

No

# User Role Locks

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Depending on user privileges, partner users can only enter information up to a certain point in a review and cannot complete the final screens.

- Only HUD and RE Users can complete the final screens in a review.

**As a Partner User, you cannot proceed past this point in the environmental review.** Please assign this review to the Responsible Entity (if Part 58) or HUD (if Part 50) Preparer to complete this review.

Before assigning the review, you are encouraged to preview the environmental review record and ensure that you have completed all required steps. Generate and review the preview of the environmental review record, using the button below, taking special care to ensure that all questions have complete and accurate responses and all supporting documentation. If necessary, use the menu on the left side of this screen to navigate through and edit the previous screens.

**Generate Preview of Environmental Review Record**

When you are satisfied with the review up to this point, reassign the environmental review to the Responsible Entity or HUD preparer by selecting Assign Review in the side menu. You are strongly encouraged to call the RE or HUD staff person to ensure availability and awareness of the environmental review record.

**Go Back**

**Save and Exit**

# Partner Rollout

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- Partner rollout will start soon.
  - We are currently piloting Partner Users in some programs.
  - Partner Users will get access by program.
  - Live webinars and other resources will be made available as needed.
- Check homepage for most up-to-date information -  
<https://www.hudexchange.info/environmental-review/heros/>

# Screen Updates

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- Sole Source Aquifers
- Housing Requirements
- Mitigation Measures
- 7015.15 – RROF/C

# Sole Source Aquifers

2055 - Sole Source Aquifers (50/58)		Project Name: Sacred-Heart-at-St.-Bernard	
General Requirements	Legislation	Regulation	
The Safe Drinking Water Act of 1974 protects drinking water systems which are the sole or principal drinking water source for an area and which, if contaminated, would create a significant hazard to public health.	Safe Drinking Water Act of 1974 (42 U.S.C. 201, 300f et seq., and 21 U.S.C. 349)	40 CFR Part 149	
<b>Reference</b>			
<a href="https://www.onecpd.info/environmental-review/sole-source-aquifers">https://www.onecpd.info/environmental-review/sole-source-aquifers</a>			
<p>Note that if you change answers on this screen, make sure to press "Next" button in order for the information to save and proceed to the appropriate next question.</p>			
<b>1. Is the project located on a sole source aquifer (SSA) ?</b>			
<input type="radio"/> No			
<input checked="" type="radio"/> Yes			
<b>2. Does your project consist solely of acquisition (including refinance), leasing, or rehabilitation of an existing building(s)?</b>			
<input checked="" type="radio"/> Yes			
<input type="radio"/> No			
<input type="button" value="Next"/>			
<input type="button" value="Save and Return to Summary"/>		<input type="button" value="Cancel Review"/>	



# Sole Source Aquifers

2055 - Sole Source Aquifers (50/58)		Project Name: Sample-Review
General Requirements	Legislation	Regulation
The Safe Drinking Water Act of 1974 protects drinking water systems which are the sole or principal drinking water source for an area and which, if contaminated, would create a significant hazard to public health.	Safe Drinking Water Act of 1974 (42 U.S.C. 201, 300f et seq., and 21 U.S.C. 349)	40 CFR Part 149
<b>Reference</b>		
<a href="https://www.onecpd.info/environmental-review/sole-source-aquifers">https://www.onecpd.info/environmental-review/sole-source-aquifers</a>		
<p>Note that if you change answers on this screen, make sure to press "Next" button in order for the information to save and proceed to the appropriate next question.</p>		
<p>1. Does the project consist solely of acquisition, refinance, insurance, leasing, repairs or rehabilitation of an existing building or building(s)?</p> <p><input type="radio"/> Yes</p> <p><input checked="" type="radio"/> No</p>		
<p>2. Is the project located on a sole source aquifer (SSA) ?</p> <p><input checked="" type="radio"/> No</p> <p>Upload documentation used to make your determination, such as a map of your project (or jurisdiction, if appropriate) in relation to the nearest SSA and its source area, in the Screen Summary at the conclusion of this screen.</p> <p><input type="radio"/> Yes</p>		
<input type="button" value="Next"/>		

# Housing Requirements Screen

- Screen revised to provide more details and assistance with compliance on requirements that apply to environmental reviews in the Housing division (e.g. Multifamily Production, Healthcare, RAD PBRA)
- This change affects Part 50 reviews only

<b>Wild and Scenic Rivers</b> [Wild and Scenic Rivers Act of 1968, particularly section 7(b) & (c)]	<input type="radio"/> Yes <input type="radio"/> No	
<b>HUD HOUSING ENVIRONMENTAL STANDARDS</b>		
<b>Housing Requirements</b> [MAP Guide – Chapter 9: Lead-based paint, Radon, and Asbestos]	<input type="radio"/> Yes <input type="radio"/> No	
<b>ENVIRONMENTAL JUSTICE</b>		
<b>Environmental Justice</b> [Executive Order 12898]	<input type="radio"/> Yes <input type="radio"/> No	

# Changes to Housing Requirements

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- Lead-based paint, radon, and asbestos: more detailed yes/no and multiple choice questions (similar to the other laws and authorities) in addition to existing text boxes
  - Existing reviews: your responses within the textboxes will be saved
  - The asbestos section is now working!
- “Other” changed to “Additional Nuisance and Hazards”

# Adding Mitigation Measures

5000 - Mitigation Measures and Conditions (50/58)

Project Name: Sample-Review

Before proceeding with this screen, review to ensure that you have completed all preceding screens. The mitigation measures and conditions below are generated from information provided in the Law and Authority and EA Factor screens, so it is important that all previous screens be finalized before continuing.

Review the mitigation measures and conditions required of this project below.

Law, Authority, or Factor	Mitigation Measure or Condition
Noise Abatement and Control	Double glazed windows will be installed to attenuate noise and provide extra insulation

Law, Authority, or Factor	Mitigation Measure or Condition	Delete
Toxics and Contamination	The Toxics and Contamination screen did not prompt me to enter mitigation, because the Phase II demonstrated that the RECs would not have any impact on the health and safety of project occupants or conflict with the intended use of the property. However, I would still like to require the following mitigation.	
Anything I want	You can add anything here!	

Add Mitigation Measure or Condition Factor

To insert additional mitigation measures or conditions not listed here, click the "Add Mitigation Measure or Condition" button above. If no mitigation measures are required, you may continue to the next page. Otherwise, describe the Mitigation Plan below.

## Mitigation Plan

Explain how the above mitigation measures and conditions will be carried out and monitored. Clearly identify both the persons responsible for implementing and monitoring mitigation measures and the timeframe in which they will be completed. These measures and conditions must be incorporated into project contracts, development agreements and other relevant documents. (40 CFR 1505.2(c))

Attach the mitigation plan here:

Upload(Optional)

Save and Go Back

Save

Save and Continue

# Mitigation Follow-Up

My Environmental Reviews Search Reports Admin Switch Profile Logout

**7000 - Mitigation Follow-Up (50/58)** **Project Name: Sample-Review**

Review the mitigation measures required of this project below. Follow up on any measures by uploading documentation showing that the measures were carried out. When each measure is completed, check the box in the "Complete" column.

When you have finished updating this screen, update the archived version of the Environmental Review Record on the Complete and Archive Review screen.

Law, Authority, or Factor	Mitigation Measure	Upload Documentation	Comments	Cost Incurred	Complete
Noise Abatement and Control	Double glazed windows will be installed to attenuate noise and provide extra insulation	Upload	<input type="text"/>	\$ <input type="text"/>	<input type="checkbox"/>
Toxics and Contamination	The Toxics and Contamination screen did not prompt me to enter mitigation because the Phase II demonstrated that the RECs would not have any impact on the health and safety of project occupants or conflict with the intended use of the property. However, I would still like to require the following mitigation....	Upload	<input type="text"/>	\$ <input type="text"/>	<input type="checkbox"/>
Anything I want	You can add anything here!	Upload	<input type="text"/>	\$ <input type="text"/>	<input type="checkbox"/>

Save and Exit Save and Continue



# 7015.15 – RROF/C

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Can be completed one of two ways...

- Uploading a signed 7015.15 (Part 2 and/or Part 3)
- Certifications within the system
  - The Certifying Officer can certify Part 2 of the 7015.15 within the system
  - If there is a HUD recipient (PHA or non-profit) an Authorized Officer from the Recipient can certify Part 3 of the 7015.15 within the system
- How To Video walks you through both options - <https://www.hudexchange.info/trainings/courses/heros-e-tutorial-completing-the-request-for-release-of-funds-and-certification-form-7015-15/>

# Uploading the 7015.15 Form

## 7015.15 - Request for Release of Funds and Certification

Project Name: Sample-Review

The following screen can be completed one of two ways. The first option is for form 7015.15 to be signed by the Certifying Officer outside of HEROS and on the screen. The second option is for form 7015.15 to be certified within HEROS by the Certifying Officer by completing this screen. Both options can be submitted to HUD using the assigned feature at the bottom of this screen. Form 7015.15 is not submitted to HUD until it is assigned to a staff member at the HUD office.

\* Upload the notice to the public in accordance with 24 CFR 58.70 here:

Upload

HEROS.pdf ✖



Indicate whether the Certifying Officer completed the 7015.15 on paper or whether they will be certifying the review in HEROS:

- The Certifying Officer completed a paper 7015.15
- The Certifying Officer will certify the review in HEROS

Upload the signed 7015.15 here:

Upload

Signed 7015.15.pdf ✖



\* Enter date the uploaded 7015.15 was signed by the Certifying Officer:

6/12/17



If Part 3 was signed by the Authorizing Officer of the recipient, enter the date Part 3 was signed:

6/12/17



Go Back

Save and Continue

# Assign Review

Project Name: Sample-Review

After you assign this review to another user, you will no longer be able to edit it unless it is assigned back to you. Be sure you are done editing this review before assign it to another user.

First Name

Last Name



(1 of 1)      10 ▾

Last Name ⇅	First Name ⇅	Role ⇅	Organization ⇅	E-Mail ⇅
Poole *	Romona	HUD		romona.poole@hud.gov

(1 of 1)      10 ▾



Other users who have previously been assigned to this review:

(1 of 1)      10 ▾

Last Name ⇅	First Name ⇅	Role ⇅	Organization ⇅	E-Mail ⇅
McNamara	Lauren	Responsible Entity	DENVER	lauren.b.mcnamara@hud.gov
Hayes	Lauren	Partner	Generic Organization	lauren.e.hayes@hud.gov
Zepeda	Liz	Responsible Entity	DENVER	elizabeth.g.zepeda@hud.gov
Poole	Romona	HUD		romona.poole@hud.gov

(1 of 1)      10 ▾

Check here if you are assigning this review to your local HUD contact as the official submission of the 7015.15



Enter any comments you have for the next assigned user here:

Submitting the RROF for Sample-Review.



Assign

Cancel

# FAQs by Category

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- Please select the most appropriate answer to each poll question.
- You may use the HEROS User Guide and FAQs to help answer each question.

# General HEROS Questions

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Who do I contact for a password reset?

- A. Email HEROSInfo
- B. Submit an AAQ
- C. Email the HEROS team
- D. Contact the HITS National Help Desk

# General HEROS Questions

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What's the first thing I should do if I'm using HEROS and something doesn't work?

- A. Contact your FEO
- B. Submit a question to AAQ
- C. Check the HEROS FAQ
- D. Email HEROSInfo

# General HEROS Questions

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True or False: Typing text into HEROS counts as being active in the system and will prevent you from timing out.

- A. True
- B. False

# General HEROS Questions

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Why can't I find a project on the "My Environmental Reviews" Dashboard?

- A. The review is assigned to another user, but your dashboard is set to "Show Reviews Assigned to Me"
- B. The project is a Tiered Review
- C. You entered a search criteria that filtered your results
- D. Any of the above

# Administrative and User Roles

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Which of the following is considered a “Partner” user role and will soon have access to HEROS?

- A. Public Housing Authorities
- B. Nonprofits
- C. Consultants
- D. All of the above

# Administrative and User Roles

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Is the Certifying Officer required to have access to HEROS?

- A. Yes
- B. No

# Administrative and User Roles

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I was assigned a review to sign, but HEROS won't allow me to certify it. How do I fix this?

- A. Check your privileges
- B. Make sure you are in "Edit" mode
- C. Complete the certification on paper and upload it
- D. A or B

# Conducting Analysis

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How are Laws and Authorities added to the Mitigation screen?

- A. The laws and authorities that appear on this screen are based on your responses to the questions within each law and authority screen.
- B. It's based on your response to the question 'Are formal compliance steps or mitigation required?' in the screen summary for each related law and authority.
- C. You can add new mitigation factors directly on the Mitigation screen.
- D. A and C, but not B

# Troubleshooting

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The written strategy for my tiered review is blank in the electronic environmental review record. What do I do?

- A. Leave it alone – this will be fixed later.
- B. Upload the Written Strategy as a Word document.
- C. Submit a request for assistance through AAQ.

# Completing Reviews

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When is your 7015.15 submitted to HUD?

- A. Immediately after clicking the “Upload” button to attach the 7015.15 paper version
- B. After sending an email to your HUD rep outside of HEROS
- C. After assigning the review to your HUD rep and selecting the checkbox indicating that the assignment represents the submission of the 7015.15

# Completing Reviews

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The 15-day HUD objection period is over, but I have not received the AUGF. Should I...?

- A. Resubmit the RROF (7015.15) to HUD
- B. Mark the review complete
- C. Follow-up with my HUD contact via phone or email about the status of the AUGF (7015.16)

# Completing Reviews

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How long is my non-tiered environmental review record archived on the HUD Exchange?

- A. 10 years
- B. 1 year
- C. 6 months
- D. 5 years

# Q&A: Other Questions



# Additional Information

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## HUD Exchange

<https://www.hudexchange.info/programs/environmental-review/>

- User Guide  
<https://www.hudexchange.info/resource/3150/heros-user-guide/>
- HEROS “How To” Videos  
<https://www.hudexchange.info/environmental-review/heros-e-tutorials/>
- Ask a Question  
<https://www.hudexchange.info/get-assistance/my-question/>
- FAQs  
<https://www.hudexchange.info/heros/faqs/>

HEROS <https://heros.hud.gov>

# Summary

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## Evaluations

- Feedback survey link and instructions to get credit in LMS will be emailed to you

Thank you  
for your  
participation!

HEROS