



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, DC 20410-8000

OFFICE OF HOUSING

MEMORANDUM FOR: All Multifamily Regional Directors  
All Multifamily Production Directors  
All Multifamily Operations Officers  
Multifamily FHA MAP Approved Lenders

FROM: Patricia M. Burke, Director, Office of Multifamily  
Production, HTHE

*Patricia M. Burke  
10/2/19*

SUBJECT: HEROS Read-Only Access

In May 2018, HUD granted read-only access to lenders in the HUD Environmental Review Online System (HEROS), which is HUD's system for developing, documenting, and managing environmental reviews. This capability allows Lenders to review the work of their 3rd parties directly in HEROS. Unfortunately, Lenders were not able to use the system due to technical problems. This memorandum serves to notify you that HUD has corrected the technical problems and Lenders may now review HEROS reports in the system. In addition, Lenders may register for read-only access in HEROS if they haven't already done so.

If a Lender previously received HEROS access and has logged into the system before, they can log in again now. If a Lender received HEROS access, but never logged into the system, the Lender may need to reset their password by calling the helpdesk at 1-888-297-8689 and providing their Personal Identification Number (PIN). This is the 5-digit number the Lender gave to HUD when they initially registered for HEROS. For assistance with the PIN, the Lender may write to Ask a Question on the HEROS website: <https://www.hudexchange.info/program-support/my-question/>.

If a Lender requested HEROS access but HUD did not complete the request due to the technical issue, the Lender will need to resubmit an access request using the following link: <https://docs.google.com/forms/d/e/1FAIpQLSdzD9KpXZKdVw1cRgqqc9g4Z0ZDXK7DnvKfL10f4bZJmRU1QQ/viewform>. Access requests take 2-3 weeks to process.

Please note that HUD will accept reviews in HEROS from either the Lender or the 3<sup>rd</sup> Party directly. It is up to the Lender to set up their internal process. You may contact Thomas A. Bernaciak, Deputy Director, Office of Multifamily Production, with any questions or comments at (202)402-3242, or [Thomas.a.bernaciak@hud.gov](mailto:Thomas.a.bernaciak@hud.gov).