Compliance Monitoring and Tracking System (CMTS) FAQs

Q. What is CMTS?
A. CMTS is the primary reporting and communication system used by the Compliance Monitoring and Physical Inspection Divisions at the Department. The attachment system in CMTS is used by the Owner/Owner Representative to submit documentation requested by staff and is used by the Department to send official communication to Owners.

Q. What is the link to login to CMTS?
A. External users can find a login link on the Department website here: https://www.tdhca.state.tx.us/comp_reporting.htm.

Q. How do I gain CMTS access?
A. The Development Owner will need to complete a CMTS Filing Agreement found on the Department website here: https://www.tdhca.state.tx.us/pmcdocs/CMTS-Filing-Agreement.docx and submit to: cmts.requests@tdhca.state.tx.us.

Q. Can I submit one CMTS Filing Agreement for multiple properties?
A. No, these agreements are property specific with the Owner organization listed on page one of the agreement. A separate agreement must be submitted for each property.

Q. Can the management company complete the CMTS Filing Agreement?
A. They can fill out the form, but the Owner must be the signatory on the second page. The Owner representative and the Owner organization listed must also be specific to the property and not be from the Management Company or a larger affiliated organization, unless they are also a part of the specific Owner entity.

Q. What are the levels of CMTS access?
A. There are two levels of access that can be requested by completing a CMTS Filing Agreement. (see *How do I gain CMTS access*)
    1. Administrator of Accounts and Owner access is property specific and they are assigned their own username. Each user has the ability to upload files to the attachment system, update data for the Unit Status Report (USR), enter unit and building set up for new Developments, update Management Companies, update contact information, reset password for manager users and submit annual reporting.
    2. Manager access is property specific and they are assigned their own username. The manager has the ability to upload files to the attachment system and update data for the Unit Status Report (USR).

Q. Can I designate more than one administrator of accounts?
A. Yes, but it is encouraged to limit this level of access to staff that need to perform the tasks of an Administrator of Accounts to minimize the possibility of erroneous information being entered into CMTS.

Q. How do I request a password reset?
A. If you are the Administrator of Accounts and Owner you can request a password reset from cmts.requests@tdhca.state.tx.us, but these requests must come from the accountholder, as these usernames are person specific. Please allow three (3) to five (5) business days to process your request. If you are a Manager user, passwords can be reset by an Administrator of Accounts and Owner users through the *Edit Manager's Password* button on the property listing screen.

Q. What should I do if my CMTS account is not showing my property?
A. Contact the Department at cmts.requests@tdhca.state.tx.us and we will process your request. Please allow three (3) to five (5) business days to process your request.

Q. How do I add a file to the attachments section?
A. See the CMTS User Guidelines found on the Department's website here: https://www.tdhca.state.tx.us/comp_reporting.htm. Before uploading files, please make sure that you are not creating files with file sizes that are unnecessarily large. For example, a 10-page file should be less than 200 KB in size, not 5 to 10 MB. If you scan to PDF, the resolution on your scanner should be set to 200 dots per inch (DPI) or less. If you convert files from Word or Excel to PDF, please research how to optimize file sizes with the PDF software you use. Do not use special characters (ex: !, ', @, %, etc.) in the file name of the document to be attached.

Q. Who receives the notification emails from CMTS that a new document has been attached?
A. These emails are auto-generated to the email addresses entered for the Owner entity, management company, and the property. Only one email address can be entered for each of these three organizations. If more than one email address is entered, the notifications will not generate correctly. Please note these are not the email addresses entered for the contact person, but for the organization itself.

Q. We have just taken over management of a property and updated the administrator of accounts in CMTS. How do we change the management company?
A. After logging in to CMTS, you have the ability to update the management company information by following the steps below:

- Select *Update Contact Information* for the new property on the *Property Listings* page
- Select *Update Management Information*
- The next screen will display the current management company's information. It is important to select **delete**, to the right of the management company listed before making any changes
- Once the prior company's information has been deleted, you will have the option to select *add* to the right of the line *Name*
- On the next screen enter the new company's name or Tax ID, and select *Submit Query*
- If the organization is currently entered in CMTS you will select the organization and then assign it to the Development, if it is not entered, then you select *Add Organization*, enter the necessary information, and then assign it to the Development
- *Failure to **delete** the prior management company as directed above, before changing any information, will cause errors in CMTS and will not update the management company as desired*
- If you have any issues deleting the previous management company, finding your organization or other questions, please contact cmts.requests@tdhca.state.tx.us for further assistance before making any changes

Q. I have deleted the previous management company from the Property Detail page, but it is not allowing me to add the new management company. How do I correct this?
A. In some situations, CMTS will not allow a new organization to be added after the previous has been removed if multiple changes are made in quick succession. This is to prevent duplicate changes from being made. It is advised to wait until the following day to complete the update to allow the system to reset. If you are still unable to complete the update, please contact: cmts.requests@tdhca.state.tx.us

Q. We have received a notification of an on-site review, but cannot find the Entrance Interview Questionnaire. Where is it located?
A. After logging in to CMTS, you will select *Unit Status Report* for the applicable property on the *Property Listings* screen. Next, select *Submit Reports* from the list of options in blue at the top of the screen and scroll to the bottom of the next screen where you will find the Entrance Interview Questionnaire.

Q. After receiving access to a new Development, I see that there are no buildings or units entered. Does Department staff enter this information?
A. No, the Administrator of Accounts or an Owner user will have to enter this information for the first time before the USR can be submitted. Buildings must be entered first and then the units. Detailed instructions can be found on the Department's website here: https://www.tdhca.state.tx.us/comp_reporting.htm under *Set Up to Report Online*. Once entered, buildings and units cannot be deleted by the user. If an error is made during this process, please send an email to cmts.requests@tdhca.state.tx.us explaining the error. Please note, units cannot be deleted after household information has been entered.

Q. I accidentally entered a unit in the wrong building, can this be changed?
A. Yes, an Administrator of Accounts or an Owner user can make this change. After logging in, you will select *Unit Status Report* on the *Property Listings* screen and then *Add and Edit Units* from the blue options at the top of the screen. Select *Edit* at the far right of the unit needing the update to access the *Unit Details* menu. The building can then be changed in *Building* drop down. Be sure to save your changes.

Q. I accidentally entered the wrong floor plan for a unit, can this be changed?
A. Yes, an Administrator of Accounts or an Owner user can make this change. After logging in, you will select *Unit Status Report* on the *Property Listings* screen and then *Add and Edit Units* from the blue options at the top of the screen. Select *Edit* at the far right of the unit needing the update to access the *Unit Details* menu. The floor plan can then be changed in *Unit Type* drop down. If the correct unit type is not an option in the drop down menu, it can be added by selecting *Add* in the *Unit Types* box located at the bottom of the unit list in the previous screen. These unit types can also be edited if changes are needed. Be sure to save your changes.