



Multifamily Middle Market Certification

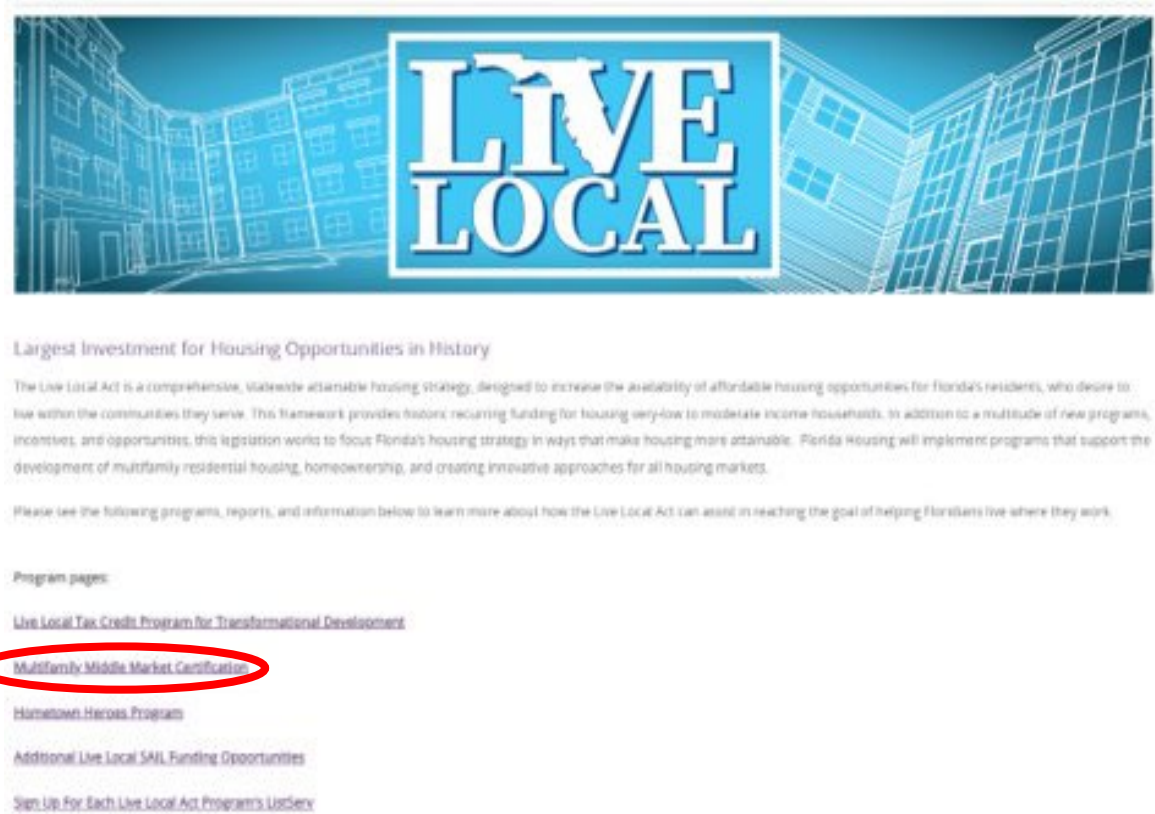
How to apply for the Multifamily
Middle Market Certification
(MMM Certification)

227 North Bronough Street, Suite 5000
Tallahassee, Florida 32301
850.488.4197 • 850.488.9809 Fax

www.floridahousing.org

Navigating to the Portal

- To access the portal, visit [Live Local Act \(floridahousing.org\)](https://floridahousing.org)
- Then click on the Multifamily Middle Market Certification
- From here you can access the portal at the [Multifamily Middle Market Certification](#)



Navigating to the Portal

- Once on the Multifamily Middle Market landing page navigate to the portal located under “Links”

<https://apps.floridahousing.org/StandAlone/Extranet/Login>

Links:

[2025 MMM Certified Properties](#)

[2024 MMM Certified Properties](#)

[Certification Portal-Open for Accessing 2025 Certificates](#)

[September 5, 2024 Multifamily Middle Market Certification Program Workshop](#)

[Multifamily Middle Market 2025 Workshop Agenda](#)

Account Creation & User Registration

**NEW
USERS
ONLY**

User Registration

Please complete the following Form to register a new account:

Full Name:

Email Address:

Phone Number:

Are you a Hop Member ? ☒ No ☐ Yes

Are you a Monitoring Agent ? ☒ No ☐ Yes

Multifamily Middle Market (MMM) Tax Exemption Certification Portal ? ☐ No ☒ Yes

Create a Password: ⓘ

Confirm Password:

[Submit Registration Information](#)

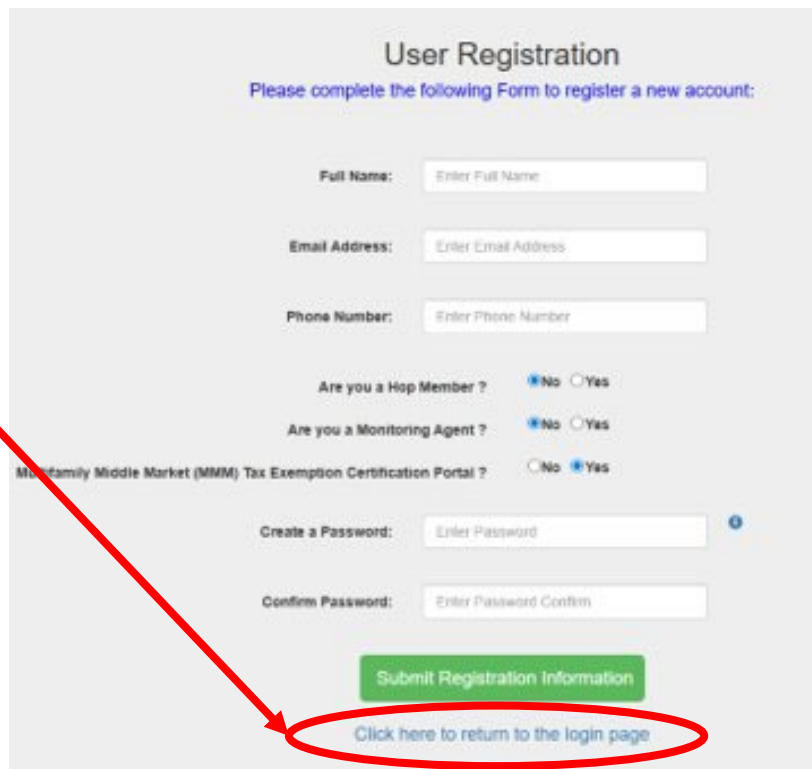
[Click here to return to the login page](#)

- Enter your name (Not company Name)
- Enter your email address- This is where notifications will be sent
- Enter the phone number where the account holder can be reached
- **Do not select Hop or Monitoring Agent**
- **Select Multifamily Middle Market (MMM) Tax Exemption Certification Portal**
- Enter your password
- Click Submit
- Check email for confirmation
- Confirm by clicking link in email
- Account will be created, and the link will take you to the sign in

Login

- Once an account is created you can login by:

Clicking
“Click here
to return
to the
login page”

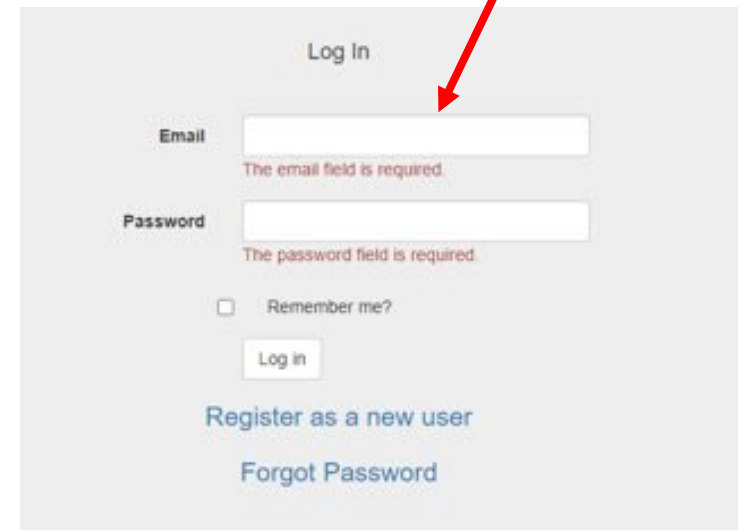


The image shows a 'User Registration' form with the following fields and options:

- Full Name:
- Email Address:
- Phone Number:
- Are you a Hop Member? ☒ No ☐ Yes
- Are you a Monitoring Agent? ☒ No ☐ Yes
- Multifamily Middle Market (MMM) Tax Exemption Certification Portal? ☐ No ☒ Yes
- Create a Password:
- Confirm Password:
-
- [Click here to return to the login page](#)

A red arrow points from the text 'Clicking “Click here to return to the login page”' to the link at the bottom of the form.

Then enter your credentials into the
login screen.



The image shows a 'Log In' form with the following fields and options:

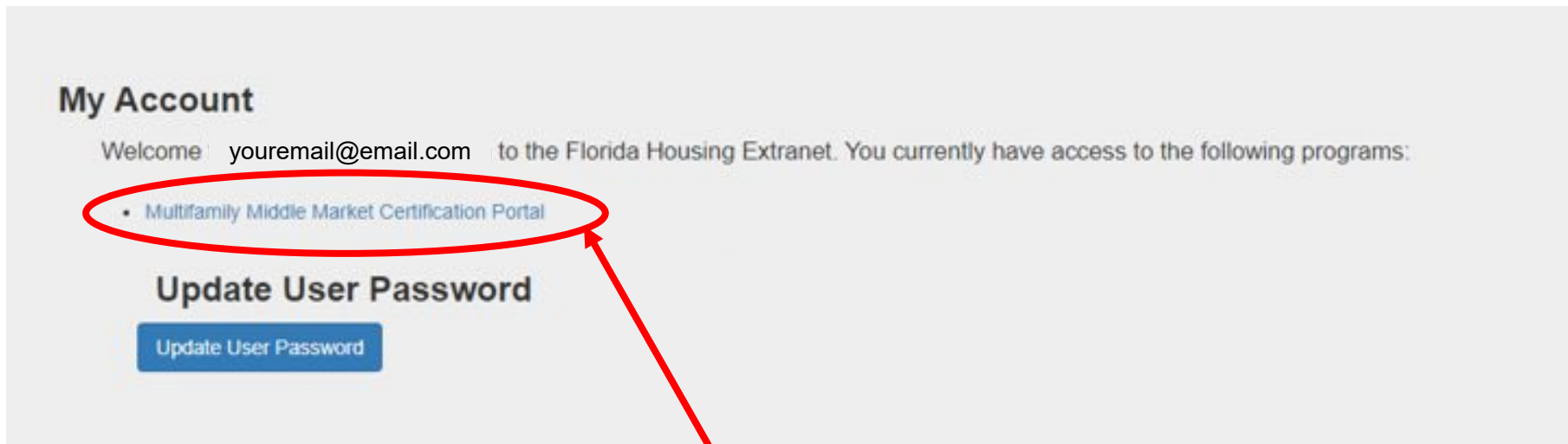
- Email:
- Password:
- ☐ Remember me?
-
- [Register as a new user](#)
- [Forgot Password](#)

A red arrow points from the text 'Then enter your credentials into the login screen.' to the Email field.

Returning Users

Main Screen

- Once you are logged in you will see the main extranet homepage



Click here to access the Portal

Add a Company

- You must first add the company that owns the development.

Click here to navigate to your company page

Multifamily Middle Market Certification Portal (MMM Portal)

Request List **Owner-Company Information**

Tax Year 2024

[Additional Resources](#)
[How To Manual](#)
[Email Florida Housing](#)

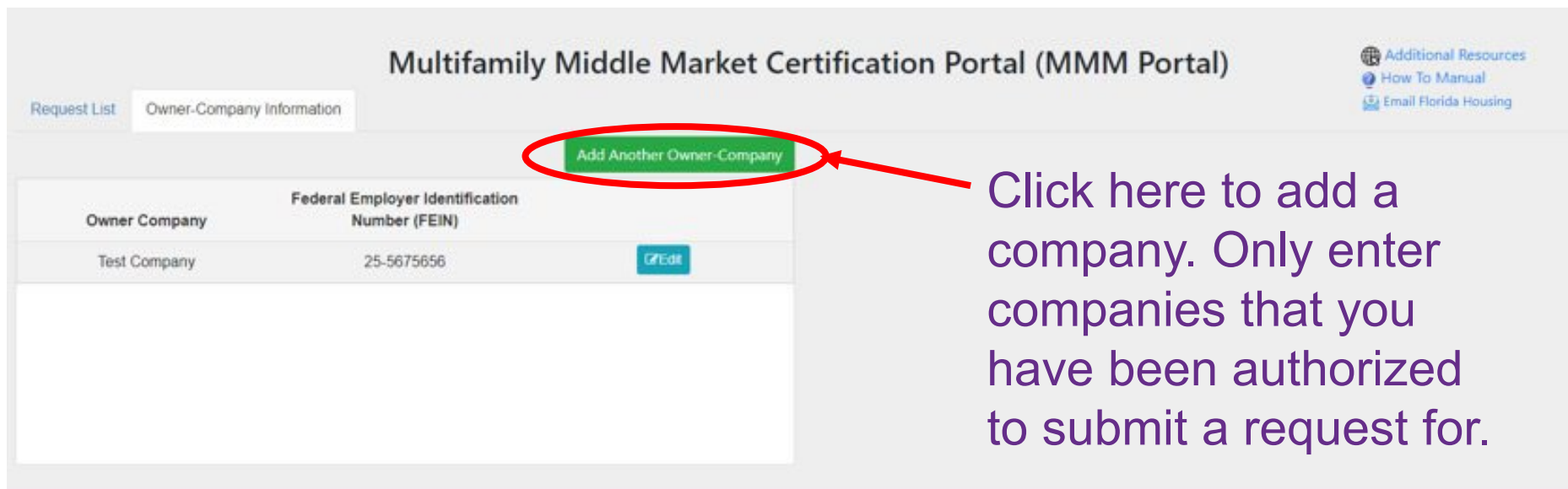
Create a New Request

Request ID	Owner Company	Development Name	Request Status	Last Updated Date
10031	Test Company	Test Dev. 1	Draft	2023-09-13 02:58 PM

Edit/Submit

Add a Company

- This is your company page; from here you can:
- Add new companies to submit a certification request
- View/Edit previously submitted companies
- You must add a company in order to submit a request



Multifamily Middle Market Certification Portal (MMM Portal)

Request List | Owner-Company Information

Additional Resources
How To Manual
Email Florida Housing

Add Another Owner-Company

Owner Company	Federal Employer Identification Number (FEIN)	
Test Company	25-5675656	Edit

Click here to add a company. Only enter companies that you have been authorized to submit a request for.

Add a Company

Add New Owner-Company [X]

Owner-Company Name:

FEIN: -

Registered Agent Information:

Name:

Phone:

Email:

Add Owner-Company (circled in red)

Cancel/Exit

- After you've clicked "Add Another Owner-Company" as instructed in the previous slide a pop-up window will appear
- Here you will need to enter the required information
- If you need to look up your FEIN or registered agent information you can do so here - [Search for Corporations, Limited Liability Companies, Limited Partnerships, and Trademarks by Name \(sunbiz.org\)](http://sunbiz.org)
- Once completed, click Add Owner-Company, this will exit the pop-up window and add the company to your list
- If there are multiple owners associated with the property, please enter one here and account for the rest within the data entry.

Company View

Multifamily Middle Market Certification Portal (MMM Portal)

Request List Owner-Company Information

Tax Year 2024

Additional Resources
How To Manual
Email Florida Housing

Create a New Request

Request ID	Owner Company	Development Name	Request Status	Last Updated Date	
10031	Test Company	Test Dev. 1	Draft	2023-09-13 02:58 PM	Edit/Submit

- Now that a company has been added, it can be seen in the list.
- Only add companies you are authorized to request a certificate for.

Create a Request

- Once a company has been added, go back to the Request List tab.
- Click Create a New Request to get started.
- This will open a pop-up window.

Multifamily Middle Market Certification Portal (MMM Portal)

Request List Owner-Company Information

Tax Year 2024

Additional Resources
How To Manual
Florida Housing

Create a New Request

Request ID	Owner Company	Development Name	Request Status	Last Updated Date
No records to display				

Creating a Request

Create New Request



Owner Company

Test Company

Development Name

Create Request

Cancel/Exit

- Step 1: Check that the Owner Company is correct.
- Step 2: Enter Development Name
- Step 3: Click "Create Request"

Create a Request

Request List

Owner-Company Information

Tax Year

2027

Request ID	Owner Company	Development Name	Request Status	Last Updated Date	
The new request now appears in your list. Click the Edit/Submit button to begin data entry or return to where you left off.					
12284	Test Company	New Development	Draft	2026-09-03 02:58 PM	Edit/Submit

Create a Request

- There are 5 data entry sections to complete
 - Section 1: General Information
 - Section 2: Rental Market Study Rates
 - Section 3: Parcels and Units Under Consideration
 - Section 4: Unit Information
 - Section 5: Owner's Certification
- Each section must be completed before the next section becomes available.
- For returning users – the requested data is the same as previous years, but there is no longer an Excel spreadsheet to upload.

Create a Request

Section 1 General Information



Save General Information

Development Name ?

Company Name

Development Physical Street Address ?

Development City ?

Zip Code for Development ?

County of Development ?

- Section 1 requests General Information about the Development.
- Click the blue icon for help.
 - A pop-up will provide a definition.
- Be sure to click “Save General Information” before leaving the page.

Development Physical Street Address ×

Physical Street Address for the Primary Development Building.
If accurate, the physical address that is listed on your parcel record can be used.

Create a Request

Section 1
General Information

Section 2
Rental Market Study Rates

Section 3
Parcels and Units Under Consideration

Section 4
Unit Information

Section 5
Owner's Certification

# Bedrooms	Rental Market Study Rate ?	90% of Rental Market Study Rate ?
Save These Rates		
0	1000	\$900
1	1500	\$1,350
2	2000	\$1,800
3	\$0.00	\$0
4	\$0.00	\$0
5	\$0.00	\$0

- Section 2: Enter Market Study Rates.
- The system will calculate 90%.
- Click the save button!
- Upload your Rental Market Study pdf.

No file is currently uploaded

Choose File

No file chosen

Create a Request

Section 1 General Information	Section 2 Rental Market Study Rates	Section 3 Parcels and Units Under Consideration	Section 4 Unit Information	Section 5 Owner's Certification	Review and Submit
----------------------------------	--	--	-------------------------------	------------------------------------	----------------------

+ Add Parcel

• Click 'Add Parcel'.

Parcel Number ?	Number of Units Under Consideration Per Parcel ?
No records to display.	

Parcel Number ?

✓
x

Enter the Parcel Number and click the checkmark.

Repeat these steps for each Parcel Number included in the Development.
The Number of Units Under Consideration will populate as data is entered in Section 4.

Create a Request

Section 1 General Information Section 2 Rental Market Study Rates Section 3 Parcels and Units Under Consideration **Section 4 Unit Information** Section 5 Owner's Certification Review and Submit

[+ Add Unit](#)  Click 'Add Unit'.

Building Number ?	Unit Number ?	Parcel Number ?	Number of Bedrooms ?	Household Size ?	Tenant Served AMI Category ?	90% Rental Market Study Rate ?	FHFC Published Multifamily Rental Rate ?	Maximum Allowable Family Income ?	Maximum Allowable Monthly Rental Rate ?	Actual Monthly Rent ?
Building Number		Unit Number		Parcel Number	123456789					
Number of Bedrooms	0	Household Size	Vacant	Tenant Served AMI Category	80%					Actual Monthly Rent
					 Insert Unit Cancel					

- Enter the Building and Unit numbers.
- Choose the Parcel Number, Number of Bedrooms, Household Size, and AMI category from the dropdowns.
- Enter the Actual Monthly Rent.
- Click 'Insert Unit'.

Creating a Request (Contd.)

+ Add Unit										
Building Number ?	Unit Number ?	Parcel Number ?	Number of Bedrooms ?	Household Size ?	Tenant Served AMI Category ?	90% Rental Market Study Rate ?	FHFC Published Multifamily Rental Rate ?	Maximum Allowable Family Income ?	Maximum Allowable Monthly Rental Rate ?	Actual Monthly Rent ?
 1	101	123456789	1	1	80%	\$1,350.00	\$1,472.00	\$54,960.00	\$1,350.00	\$900.00 

The unit information appears in the list. Click the pencil on the left to edit. Click the x on the right to delete.

Repeat these steps for each unit under consideration.

Create a Request

Section 1 General Information Section 2 Rental Market Study Rates Section 3 Parcels and Units Under Consideration Section 4 Unit Information **Section 5 Owner's Certification** Review and Submit

Section 5: Owners Certification

Check the box on each item line to indicate consent, and sign and date on the bottom.	Check each box (to indicate consent) ?
1. I am an Authorized Representative of the owner listed in Section 1 of this Multifamily Middle Market Certification and am authorized by the owner of the Development under consideration to act on its behalf in submitting a request for certification.	 ☐

- Section 5 is the Owner's Certification statements. You must read and consent to each of these attestations before moving forward.
- One attestation appears. Read the statement, click the box to consent.
- The next attestation appears. There are 11 attestation statements.

11. By typing your signature below the authorized representative certifies that he/she understands the requirements and commitments of the program as laid out in attestations 1-10 .	☒
Authorized Representative - Typed Signature ?	 Save Signatures
Title of the Authorized Representative ?	
Date (Enter current date below) ? 	

At the bottom, type the signature/title of the Authorized Representative. Be sure to click 'Save Signatures'.

Submit a Request

Section 1
General Information

Section 2
Rental Market Study Rates

Section 3
Parcels and Units Under Consideration

Section 4
Unit Information

Section 5
Owner's Certification

Review
and Submit

[? Get Help on Submitting a Request](#)



[View Request Form](#)

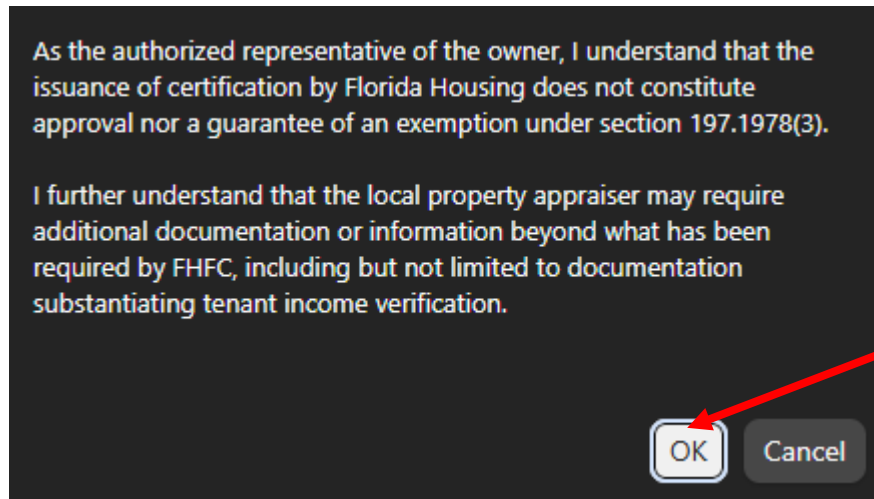
The following problems exist with this request:

- In the web-form:
 - In "**Section 2: Rental Market Study Rates**":
 - The "Rental Market Study Rate" for 4 bedrooms is blank, while there are 1 4-BR units listed in section 4
 - In "**Section 4: Unit Information**":
 - There are unit records that list "4" bedrooms, where that bedroom count doesn't have a value assigned in "Section 2: Rental Market Study Rates".

Submit Request

- Review for errors. All errors must be corrected before submission.
- Click 'View Request Form' for a PDF version of the application data.
- **The Submit button will be available on January 1, 2027.**
 - **All requests must be submitted by January 15, 2027, 3 PM Eastern.**

Submit a Request



After you click submit this window will appear. Read and agree to the terms then click "OK".

This will submit your request.

Data Validation Errors

- To correct these errors, return to the section indicated.
- Correct issues
- Remove the previous submission
- Re-upload the corrected copy

Data Validation Errors

- When the portal reviews your uploaded document, it will check and notify the applicant of existing request errors.
- Review the data validation report and correct issues on your local template.
- Some common errors:
 - Required Field Left Blank
 - The number of units submitted in section 4 does not match the number of units in cell “How many units are under consideration for certification per statute 196.1978(3).” in section 1 – *Correct by ensuring the number of units in section 4 and the identified cell are equal and correct.*
 - You have less than 71 units in cell 12A “How many units are within the development(total)?”

Data Validation Errors

- **Error: The Market Study is out of date**
- What this means: The date you've submitted for your rental market study completion date is greater than 3 years prior to March 1 of the tax roll application year
- Solution: Double check your rental market study completion date and change. If rental market study is out of date (completed 3 or more years prior to March 1 of tax roll application year) you will need to obtain a new one and resubmit.

Data Validation Errors

- **Error: In Section 4: Unit Information There are records listed as “Vacant” while “Prior Exemption Status” shows “First Year Applicant” in Section 1 – General Information .**
- What this means: If a unit that in the previous year received the exemption under this subsection and was occupied by a tenant is vacant on January 1, the vacant unit is eligible for the exemption if the use of the unit is restricted to providing affordable housing that would otherwise meet the requirements of this subsection and a reasonable effort is made to lease the unit to eligible persons or families.
- Solution: Vacant units are not eligible for first year applicants.

Data Validation Errors

- **Error: The "...Total units in the development..." Is less than 71, which is the minimum**
- What does this mean: The minimum number of units required to be eligible is 71 or more. You have entered a total number of units that is less than 71.
- Solution: Correct your submission, if you do not have more than 70 units within the development, it is not eligible.

Submit a Request

- When there are no further errors identified by the portal on your request and a rental market study has been uploaded, you can submit your request.
- This will be indicated by the submit button turning from grey to green.
- The submit button will not be available until **January 1**. Prior to that date, you can enter your data and upload your rental market study to prepare for submission.

Certification Submitted!

- Once a certification request has been submitted your request status will change from draft to submitted.
- The program administrator will review and either:
 - Tentatively approve your request
 - Return your request with errors for correction

Receiving Certification

- A certification notice, if issued, will be received no later than February 15th
- You will receive an email that the certification is available to download.
- Submit certification notice, the property appraiser's exemption application, and any other required documentation to the local property appraiser by March 1st
- If exemption is received, plan to reapply for certification the following year with FHFC.

Receiving Certification

Test Company	Draft 2027	Certified	2026-07-28 08:53 AM	 View Request Form  View Certificate View History	Certified
--------------	------------	-----------	---------------------	---	-----------

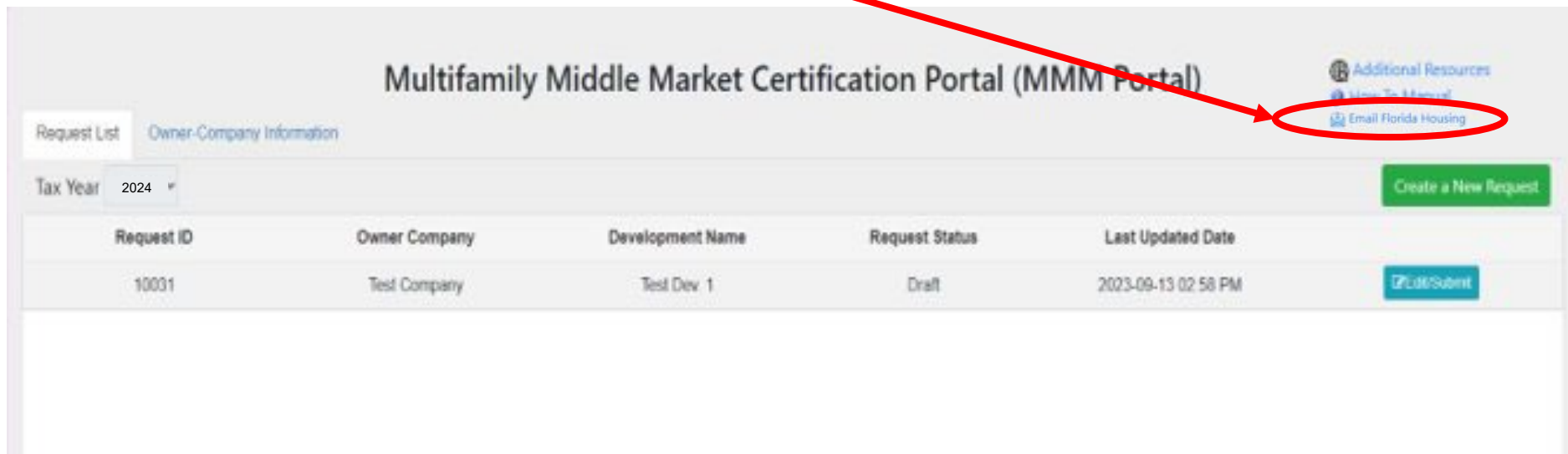
- Once certified, the link will appear on your request list, and the status will change to certified.
- Click the 'View Certificate' PDF.

Common Questions

- Where is the Excel template?
 - There is no longer an Excel template. All information is entered into a web form.
- Can I start by filling out my tenant information?
 - No. Some of the data in those fields requires Sections 1, 2, and 3 to be completed. The form must be completed in sequence.
- Can I save and come back later?
 - Yes. The system will save your progress. You can return and complete your data entry later.

Need help?

- Users can report issues or reach out for help via middle.market.cert@floridahousing.org
- Or by clicking on the link located on the main portal dashboard



Additional Resources

- There are other resources available via the Florida Housing Finance (FHFC) Live Local website found here - [Live Local Act \(floridahousing.org\)](http://floridahousing.org)
 - Frequently Asked Questions
 - MMM Portal Access
 - Property Appraiser Contact Information
 - Multifamily rent and income limit chart
 - Other



Thank you!

227 North Bronough Street, Suite 5000
Tallahassee, Florida 32301
850.488.4197 • 850.488.9809 Fax

www.floridahousing.org