**MANAGEMENT PLAN**

A detailed Management Plan (along with a completed AFHMP HUD 935.2A form) must be submitted for every proposed development receiving a reservation of funds. The Management Plan and the Affirmative Fair Housing Marketing Plan will be used by RIHousing in evaluating the capacity of the management team, and the feasibility of the development from a management standpoint and determining its compliance with affirmative fair housing marketing requirements. Each management plan should address the following questions, and therefore must be cohesive:

***The Role and Responsibility of the Owner and his Relationship and Delegation of Authority to the Managing Agent***

What are the supervisory relationships, and to whom are the persons responsible for the day-to-day operation of the development accountable? Attach an Organizational chart

Describe the following:

Relationship of Owner to Manager

Decision Making responsibilities

Budgeting and finance procedures and spending controls

Bookkeeping practices

Auditing procedures

Purchasing and inventory procedures

Reports to owner and other parties

Describe procedures for evaluation of management capacity including results of RIHousing monitoring and state and federal audits

Describe procedures for evaluating the following:

Vacancy rates and turnover time

Rent collection ratio

Income/expenses

Reserve accounts

***Management Company Personnel Policies and Staffing Arrangements***

Attach a copy of the Company's EEO Policy.

1. What are the projected staffing needs for the development?
2. List all full-time and part-time positions with a description of their roles and responsibilities
3. What staff will live on-site?
4. Describe training given to all employees, supervisory, maintenance and front-line staff for both on-going, and initial training for new hires. Specify the frequency of the training and any certification requirements.
5. Describe any professional education (continuing education) required for all employees.

***Plans and Procedures for Marketing and Outreach and Maintaining Occupancy***

1. How and when will the units be advertised as available?
2. What are the procedures to allow for eligible applicants to inspect the units prior to their being made available for occupancy?
3. What outreach and marketing efforts do you intend to employ in order to effectively increase awareness of the project to those least likely to apply, and to encourage members of those groups to seek to participate in the project?
4. What process do you intend to follow in the event that the number of qualified applicants exceeds the number of available units in the project?
5. What orientation services are to be provided to tenants to acquaint them with the development? Care of the unit?
6. Attach a copy of the House Rules (if applicable).

***Procedures for Certifying and Recertifying Residents***

1. Who will be responsible for processing tenant applications and tenant interviews?
2. Who will be responsible for conducting and processing the annual certifications.
3. Describe the management procedures in conducting tenant certifications including initial, move-in, annual and move-outs.
4. What compliance software is used and who are the authorized users?
5. Describe the procedures used to insure the development will meet and maintain all regulatory restrictions under all applicable subsidy programs.

***Plans for Carrying Out an Effective Maintenance and Repair Program***

1. What procedures have been developed to track inventory?
2. What procedures have been developed to service appliances and the mechanical equipment and to verify all such equipment is properly installed and operating prior to releasing units for occupancy?
3. Provide a repair and replacement schedule.
4. What are the procedures for inspecting and carrying out maintenance activities in units prior to a move-out? Prior to re-renting the unit?
5. What is the schedule for: (1) Interior Painting; (2) Exterior Painting; (3) Exterminating; (4) Rug Shampooing; and (5) Window Washing? Who will perform these functions?
6. How is garbage and trash removal to be handled and what is the frequency of pick-up?
7. How will major repairs or emergency repairs be handled?
8. What are the procedures for snow removal?
9. How will grounds upkeep and maintenance be carried out? Give staffing arrangements and type and frequency of maintenance.
10. Attach a schedule of seasonal and preventative maintenance.
11. What is the schedule for cleaning (1) lobby area; (2) entryways; (3) halls and other; (4) community rooms and bathrooms and (5) common areas?
12. How will tenants be instructed to report major and/or minor maintenance repair needs? Attach a copy of in-house work order or repair request.
13. How will tenants contact management in an emergency after hours?
14. What is the anticipated response time for repair requests?
15. Will there be a maintenance contract for:
    1. Elevator
    2. HVAC
    3. Solar
    4. other

***Rent Collection Policies and Procedures***

1. Explain your basic rent collection policies and procedures.
2. Where will tenant records be kept?
3. Rent in arrears, time schedule for notification to tenant and legal action.
4. Describe your records keeping system for (1) Rent; (2) Security Deposits; (3) Miscellaneous Income

***Plans for Tenant-Management Relations***

1. What is the plan for tenant participation in management operations?
2. Describe any resident Services available.
3. What are the policies and procedures covering the handling of tenant grievances?
4. What are the policies and procedures covering the servicing of tenant requests?
5. Describe your tenant orientation procedures.
6. How will the club house and community facilities be used, including rentals?
7. Does Management have a written evacuation/relocation plan in the event of a natural disaster?
8. Describe any anti-crime programs available to the property/tenants

**Attachments:**

* Organizational Chart – for Owner and management company
* Management company resume
* House Rules
* Work Order form
* Rental Application

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| **GENERAL INFORMATION** |

1. Indicate the legal nature of the Management Agent:  Corporation

Partnership

Proprietorship

* 1. Does Management have any identity of interest companies

that will provide services to this site?  Yes  No  Other:

1. Is the Management Agent a subsidiary of another Corporation?  Yes  No

If yes, please provide name and address of parent Corporation

and describe relationship.

1. If the Management Agent and/or its parent are engaged in business activities other than property management, please describe:

1. How many years has the Management Agent been active in housing management?

1. Does the Firm provide any of the following services or functions?
   1. Real estate sales or brokerage  Yes  No
   2. Mortgage banking or brokerage  Yes  No
   3. Real estate development  Yes  No
   4. Real estate appraisals  Yes  No
   5. Insurance agency or brokerage  Yes  No
   6. Market studies  Yes  No
   7. Other  Yes  No
      1. If yes, please specify:

|  |  |  |  |
| --- | --- | --- | --- |
| **Housing Management Experience** | | | |
| 1. Total number of residential units under your management: | | |  |
| **Apartment Types** | **How Many of Each** | **No. of Bedrooms** | |
| Garden |  |  | |
| Mid-Rise |  |  | |
| High-rise |  |  | |
| Townhouse |  |  | |
| Other: |  |  | |
|  | | | |
| 1. Total number of low and moderate-income housing units under your management: | | |  |
| **Breakdown** | | **How Many of Each** | |
| 236 | |  | |
| Rent Supplement | |  | |
| 221 (d) (4) and (3) | |  | |
| Tax Credit | |  | |
| Section 8 | |  | |
| Other: | |  | |

1. Has a housing development experienced a default while under your

management?  Yes  No

If yes, what was the cause of the default?

1. Has your parent firm ever been involved in an FHA 2530

proceeding?  Yes  No

If yes, please give details and attach completed FHA 2530 form, as

**Exhibit B**: Complete the attachment listing information on all low

or moderate-income housing developments that you have managed

within the last two years.

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| **Miscellaneous** |

1. Please list professional organizations (e.g., Institute of Real Estate Management, National Association of Home Builders) of which Management Agent is a member:

1. Please list any professional designations (e.g., Certified Property Manager, Registered Apartment Manager), or awards that Management Agent personnel have received:

1. Have any of the firm's principals ever been involved in bankruptcy

proceedings:  Yes  No

If yes, give details:

1. Does the firm have a fidelity bond?  Yes  No

If yes, state amount of bond and name of bonding company:

1. Has Management Agent or any of its present personnel ever been

denied a bond?  Yes  No

1. Has Management Agent or any of its present personnel ever been

involved in governmental or judicial action concerning a violation of

the Fair Housing laws?  Yes  No

If yes, give details:

I certify that the information contained herein is accurate and complete.

Signature Date

Print Name:

Title:

**MANAGEMENT AGENT QUESTIONNAIRE**

**To be completed by those Management Agents that don’t currently manage RIHousing Funded properties.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Development Name |  | | | |
| Development Address |  | | | |
| Number of Units |  | Type of Financing |  | |
| Managed From |  | | Managed To |  |
| Property Manager |  | | Telephone Number |  |
| Owner |  | | | |
| Owner’s  Address |  | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Development Name |  | | | |
| Development Address |  | | | |
| Number of Units |  | Type of Financing |  | |
| Managed From |  | | Managed To |  |
| Property Manager |  | | Telephone Number |  |
| Owner |  | | | |
| Owner’s  Address |  | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Development Name |  | | | |
| Development Address |  | | | |
| Number of Units |  | Type of Financing |  | |
| Managed From |  | | Managed To |  |
| Property Manager |  | | Telephone Number |  |
| Owner |  | | | |
| Owner’s  Address |  | | | |