**MANAGEMENT PLAN**

A detailed Management Plan (including a detailed Affirmative Fair Housing Marketing Plan and a detailed Tenant Selection Plan) and a Management Agreement 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 feasibility of the development from a management standpoint and determining its compliance with affirmative fair housing marketing requirements. This submission is to be a plan, not simply a response to 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 a chart of supervisory relationships or an organizational chart and label it Exhibit A)

1. Under what conditions must the Managing Agent consult the Owner before taking action?
2. What are the areas in which the Managing Agent may make decisions without consulting the Owner?
3. Who in the OWNER's organization is the key contact person for:

a) RIHousing? What decision-making powers does this contact person have?

b) The Managing Agent? What decision-making powers does this contact person have?

***Personnel Policy and Staffing Arrangements***

Attach a copy of the Company's EEO Policy.

1. What are the projected staffing needs for the development? List all full-time and part-time personnel with a description of their duties, salaries and benefits that will be borne by the development.
2. What staff will live on-site?
3. Describe training given to all employees regarding development operations.
4. What is the racial composition of the Management Company?
5. Number of full-time Management Company personnel? Number of part-time Management Company personnel?
6. What are the training and educational requirements for staff? Are any employees certified by a recognized certifying management entity? Specify.

***Plans and Procedures for Marketing Units and Achieving and Maintaining Occupancy***

1. How and when will the units be advertised as available?
2. How will the Developer identify those groups least likely to apply for residency at the development and devise a strategy for attracting them?
3. What are your on-going marketing practices?
4. What plans are being made to achieve an economic mix in the development?
5. What are the procedures to allow for eligible applicants to inspect the units prior to their being made available for occupancy?
6. What orientation services are to be provided to tenants to acquaint them with the development? Care of the unit?
7. Who is responsible for selecting the tenants? Is this selection subject to review? If so, under what conditions and by whom?
8. Attach a copy of the detailed Marketing Plan for rent-up and on-going rentals.
9. Attach a copy of the Resident Handbook.

***Plans and Procedures for Affirmative Fair Marketing***

Applications for funding should address the following basic considerations:

1. What are the racial and ethnic population demographics of the locality in which the project is located? In light of that demographic information, identify those groups whose members are least likely to learn of and seek to participate in the project.
2. What outreach and marketing efforts do you intend to employ in order to increase awareness effectively of the project to the groups identified above, and to encourage members of those groups to seek to participate in the project?
3. 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?
4. What admission preferences do you intend to adopt regarding the project? Keep in mind that any preferences must be consistent with applicable state and federal fair housing laws, and may not adversely impact members of protected classes under applicable state and federal fair housing laws.

Proposals selected for funding will be required to submit a final, comprehensive Affirmative Fair Marketing Plan prior to consideration for Firm Commitment by the RIHousing Board of Commissioners.

***Procedures for Determining Tenant Eligibility and for Certifying and Recertifying Incomes of 60% of Medium Income Residents***

1. Who will be responsible for processing tenant applications and tenant interviews?
2. Briefly describe the tenant eligibility requirement for the low-income resident covering but not limited to family size, composition, income, assets, verification, etc.
3. Describe the procedures used to insure the development will meet and maintain all low-use restrictions under all applicable subsidy programs.
4. Explain the procedures and policies for credit and BCI check. Do you require a minimum credit score to be considered as an applicant?
5. Does Management have a written evacuation/relocation plan in the event of a natural disaster?

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

1. What procedures have been developed to inventory and service appliances and the mechanical equipment and to verify all such equipment is properly installed and operating prior to releasing units for occupancy?
2. What are the procedures for inspecting and carrying out maintenance activities in units prior to a move-out? Prior to re-renting the unit?
3. 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?
4. How is garbage and trash removal to be handled and what is the frequency of pick-up?
5. How will major repairs or emergency repairs be handled?
6. How will grounds upkeep and maintenance be carried out? Give staffing arrangements and type and frequency of maintenance.
7. What is your policy with respect to additional tenant charges, such as: lock-outs, tenant damages, and late rent?
8. Attach a schedule of seasonal and preventative maintenance.
9. What is the schedule for cleaning (1) lobby area; (2) entryways; (3) halls and other; (4) community rooms and bathrooms and (5) common areas?
10. 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.
11. What security provisions will be made for the protection of development residents?
12. How will tenants contact management in an emergency after hours?
13. What is the anticipated response time for repair requests?
14. Will there be a maintenance contract for:
	1. Elevator; and
	2. HVAC

***Rent Collection Policies and Procedures***

1. Explain your basic rent collection policies and procedures.
2. Where will tenant records be kept?
3. What are the eviction policies and procedures?
4. Rent in arrears, time schedule for notification to tenant and legal action.
5. Describe your records keeping system for (1) Rent; (2) Security Deposits; (3) Miscellaneous Income (4) Tenant Files; and (5) Maintenance Work Order System.
6. How does Management ensure the privacy and security of tenant’s confidential information?

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

1. What are the policies and procedures covering the handling of tenant grievances?
2. What are the policies and procedures covering the servicing of tenant requests?
3. Describe your tenant orientation procedures.
4. What are the leasing policies and procedures?
5. How will the club house and community facilities be used, including rentals?
6. What will be the hours of operation for: (1) Laundry Room? (2) Community Room? (3) Pool?

**Attachments:** [ ]  Organizational Chart - Exhibit A

 [ ]  EEO Policy

 [ ]  Detailed Marketing Plan

 [ ]  Resident Handbook

 [ ]  Work Request Form

 [ ]  Preventive Maintenance Schedule

 [ ]  Management Certification

 [ ]  Management Agreement

 [ ]  Lease

 [ ]  Questionnaire for Management Agent

 [ ]  Preliminary Tenant Application

 [ ]  List of Proposed Outside Contracts

|  |
| --- |
| **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:

|  |
| --- |
| **PERSONNEL** |
| 1. List separately the job titles and personnel employed by the Management Agent in the management office: **Name Title**
 |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |
| 1. Complete the following:
 | **Currently** | **2 Years Ago** |
| * 1. Number of Employees of Firm
 |  |  |
| * 1. Number of Executive and Professionals in Firm
 |  |  |
| * 1. Number of Executive and Professional Personnel who are not Engaged in Property Management Activities
 |  |  |
| * 1. Number of Accounting and Bookkeeping Personnel
 |  |  |
| * 1. Number of Maintenance Personnel
 |  |  |
| * 1. Number of Resident Managers
 |  |  |

1. Attach as **Exhibit A**, resumes of those members of the Firm (or Management Division) who will be responsible for, or involved in, the property under consideration, including:
	1. The Executive Officer or partners "in charge"
	2. Supervisor (Property Manager)
	3. Resident Manager
2. List the general duties of your Property Manager:

1. List the qualifications you look for in a Resident Manager:

1. List the staff you expect to have on-site at this development, by title:

|  |
| --- |
| **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.

|  |
| --- |
| **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:

1. How many property management contracts held by the Management

Agent over the past five years have been terminated prior to their

expiration dates?

* 1. Please provide names and addresses of these developments

and their mortgagors, as well as reasons and circumstances

surrounding such termination(s):

|  |  |  |  |
| --- | --- | --- | --- |
| **Development Name** | **Address** | **Mortgagor** | **Reason for Termination** |
|       |       |       |       |
|       |       |       |       |
|       |       |       |       |
|       |       |       |       |

1. How many property management contracts held by the Management

Agent over the past five years were not renewed upon expiration?

* 1. Please provide names and addresses of these developments

and their mortgagors, as well as reasons and circumstances

surrounding such nonrenewal(s):

|  |  |  |  |
| --- | --- | --- | --- |
| **Development Name** | **Address** | **Mortgagor** | **Reason for Non-Renewal** |
|       |       |       |       |
|       |       |       |       |
|       |       |       |       |
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|       |       |       |       |

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’sAddress |  |

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

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