

MANAGEMENT PLAN CHECKLIST

Project Name: _____ HCD Loan # _____

Sponsor: _____

Contact: _____ Phone #: _____

Email Address: _____

Management Agent: _____

Contact: _____ Phone #: _____

Email Address: _____

This section of the checklist is included to assist sponsors in clarifying and implementing policies and procedures for routine and special situations. It also functions to assist HCD in determining whether your management plan is sufficient. As you complete the project's management plan, please identify in the space provided, the page number where each topic is addressed in the management plan. Upon completion of the original/revised plan, submit it along with the checklist, to the Department's (HCD) Asset Management and Compliance section for review and approval.

I. MANAGEMENT

A. Role and responsibility of the sponsor and/or delegation of authority to the managing agent:

Describe the scope of responsibilities of the sponsor and agent. Any change in Management Agent must be approved by HCD.

Page # _____

B. Personnel policy and staffing arrangements:

Give the job title and responsibility of all personnel involved in project management.

Page # _____

C. Plan for maintaining adequate accounting records and handling necessary forms and vouchers: (HCD requires generally accepted accounting procedures.)

1. List procedures for compliance with reporting requirements of HCD documents, e.g., budget, periodic reports, audit, and sponsor certified annual report.

Page # _____

2. Identify separate accounts required by the project's Regulatory Agreement, such as Replacement and Operating Reserves, Security Deposit Account and any additional accounts required by other financing agencies.

Page # _____

D. Provisions for periodic update of Management Plan:

Describe procedure for periodic update of Management Plan. Any change must be approved by HCD.

Page # _____

II. OCCUPANCY

A. Plans and procedures for publicizing and achieving early and continued occupancy:

Describe the affirmative marketing and tenant selection plan for initial and on-going occupancy.

Page # _____

(a) Detail actions to be taken by Borrower to affirmatively market all Units in a manner that ensures equal access to all persons in any category protected by federal, state or local laws governing discrimination, and without regard to any arbitrary factor;

Page # _____

(b) Specify reasonable criteria for determination of tenant eligibility, including household size;

Page # _____

(c) Require that eligible tenants be selected based on order of application, lottery, or other reasonable method approved by the Department.

Page # _____

(d) Require eligible applicants to be notified of eligibility and, based on turnover history, when a unit may be available.

Page # _____

(e) Require ineligible applicants to be notified of the reason for their ineligibility.

Page # _____

(f) Specify procedures through which applicants deemed to be ineligible may appeal this determination;

Page # _____

(g) Require maintenance of a waiting list of eligible applicants; attach copy of sample waiting list;

Page # _____

(h) Specify procedures for obtaining information regarding prospective tenants' incomes as necessary to certify that such income does not exceed the income limit limitations; and

Page # _____

(i) Be made available to prospective tenants upon request.

Page # _____

B. Procedures for determining tenant eligibility and for certifying and annually recertifying household income and size

1. Describe steps to determine initial eligibility when filling a vacancy and describe the annual tenant recertification procedure

Page # _____

2. Describe action that will be taken if household's income exceeds program limits or if household's size changes and is no longer appropriate for unit occupied.

Page # _____

3. Describe procedures for implementation of the HCD tenant occupancy standards found in the Program Regulations. Include any special occupancy policies.

Page # _____

C. Rent collection policies and procedures

- Describe rent collection policies and procedures and plans for collections for tenant-caused damages, processing evictions and terminations.

Page # _____

D. Procedures for Appeal and Grievance

- Attach a copy of the project's grievance and appeal procedures (See HCD sample).

Page # _____

E. Plans for enhancing resident management relations

- Attach a copy of the house rules and other documents that will be attached to the lease.

Page # _____

F. Auxiliary Programs Indicate any special programs or Special Needs Populations services provided for tenants in the complex. For each program provide a supportive services plan:

- identify need
- identify target group(s)
- indicate source of any additional management funds to administer programs
- describe service to be provided
- provide a preliminary services budget
- identify the organizations(s) that will provide services
- identify a preliminary staffing plan
- identify location of any service to be provided off site
- identify any special eligibility requirements for the services

Page # _____

III. MAINTENANCE/SECURITY

Describe your plans for carrying out an effective maintenance and repair program

- A. Attach the Preventive Maintenance Schedule. Include policies for service, or repair of:

- unit appliances
- roofs and gutters

- unit heater and air conditioner
 - common area mechanical equipment and structural elements
 - common area heater and air conditioner
 - tools and service equipment
 - fire prevention equipment, including fire alarms and extinguisher
 - security hardware, including doors, locks, and lights
 - fences and building exteriors
 - windows and screens
 - exterior lighting, and landscape maintenance, including:
 - pest control
 - lawn sprinklers
 - tree/shrub/lawn care
- B. Attach a schedule of anticipated useful life and replacement needs for major items, such as:
- roof
 - parking lot paving
 - carpeting and flooring
 - workshop
 - kitchen appliances
 - landscaping
 - common area appliances
 - solar systems and machinery
 - other (identify) (e.g., HVAC system)

PROJECT FORMS AND DOCUMENTS

Attach to the plan a copy of each form proposed for HCD review and approval.

- Waiting List
- Application for Occupancy/Recertification
- Landlord reference letter
- Notification letters to applicants regarding (in)eligibility
- Verification forms/letters
- Residential Lease
- MHP Lease Addendum (Not Required for HUD 811's)
- Grievance and Appeal Procedure
- Replacement/useful life schedule (Reserve Study or Physical Needs Assessment)
- House Rules
- Special policies
- Unit Inspection Report - move-in/out & annual inspection
- Work order
- Preventive maintenance schedule