**Statewide Asset Management Unit (“SAMU”)**

**Management Agreement/Management Plan**

**Guidelines Checklist**

1. Basic Information

A) Identify development, Owner, Agent, # affordable units and provide a brief description of the project including commercial space, if any.

B) Indicate programs the project is financed under (HFA, HTF, LIHTC, etc.).

2. Ownership / Management Relations

A) Describe the role and responsibility of the Owner and the delegation of authority to the

Managing Agent.

B) Indicate the chain of command from all site staff to senior management.

C) State conditions which would require the Managing Agent to consult the Owner prior to taking action (i.e., maximum amount Agent can spend) and when management may act without consulting the Owner.

D) Specify site office hours and number of staff to be provided; frequency of visits by senior management staff and Ownership representatives.

3. Marketing and Tenant Selection Plans

A) Indicate that management will market affordable units in accordance with HCR’s fair housing guidelines and/or the project’s approved Affirmative Fair Housing Marketing Plan (“AFHMP”).

B) Indicate that management will select tenants in accordance with the Tenant Selection

Plan stipulated in the approved AFHMP marketing plan.

4. Personnel Policy and Staffing Arrangements

A) Statement regarding recruiting procedures and conformance with EEO requirements. B) Description of staffing requirements and job titles. Provide a detailed property staffing

schedule.

C) Indicate that staff has required industry LIHTC program training (i.e. Quadel, IREM, BOMA, Spectrum, etc.). Attach copies of current certification/credentials for staff.

D) Statement that management is committed to ongoing staff training in areas of LIHTC

compliance and professional property management techniques.

E) Statement that Ownership/Management concurs with the Agency’s minimum staffing requirements based on size of the project (HFA projects only).

F) Specify job title of the person who will respond to tenants’ request for supportive services, if applicable.

5. Plans for Carrying Out Preventive Maintenance (“PM”) and Repair Programs

A) Description of PM and repair program. Identify repairs that will be made by site staff, independent contractors or identity-of-interest contractors. Job title of the person responsible for making purchases.

B) Schedule for interior and exterior painting.

C) Schedule for PM on major systems (heating, etc.).

D) Description of procedures for inspecting and carrying out maintenance activities in units including upon move-in and move-out.

E) Description of procedures to address resident service/repair requests. Is there a work order system? How will service requests be handled during and after normal business hours?

F) Include a statement confirming that HCR’s SAMU must be notified within 24 hours in the event of damage to the property and/or liability insurance claims.

6. Rent Collection Policies and Procedures

A) Description of rent collection procedures.

B) Description of actions to be taken against tenants in arrears. C) Description of the process for writing off bad debts.

7. Books of Account and Administrative Records

A) Job title of person in charge of bookkeeping for the project and nature of services that person will provide.

B) Explanation of how books are to be kept- paid bills, unpaid bills, insurance policies, tenant security deposit accounts and other documents pertaining to the project.

C) Include statement that management shall make this information available to HCR’s SAMU upon request.

D) Submission of reports in accordance with the project’s Regulatory Agreement (HFA funded projects) and HCR Capital Programs Manual (“CPM”) Chapter 7 (HTFC funded projects).

8. Record Keeping

A) Description of procedure for maintaining tenant files; third party verification, etc. as required by the applicable funding programs.

B) Description of procedure for tracking next available unit rule.

C) Description of lease renewal and annual recertification procedures.

9. Fidelity Bond

A) Statement that managing agent is required to maintain fidelity bond coverage in accordance with the respective funding Agency’s requirement.

10. Management Compensation

A) Description of management fee, and any additional fees. Provide justification for any amount over 8%.

11. Term of Agreement

A) Description of term of agreement.

B) Description of causes for termination by Owner, Agent with a minimum of 30 days’ notice.

12. Include a statement that any changes to the Management Agreement/Plan must be approved by HCR’s SAMU.

13. Include list of anticipated administrative expenses.

14. Provide a list of any HCR supervised projects that the Managing Agent currently manages or has previously managed. Identify which Agency provided the project’s funding.