

U.S. DEPARTMENT OF HOUSING & URBAN DEVELOPMENT

MANAGEMENT PLAN REQUIREMENTS

The Management Plan will be used by HUD Management Staff in evaluating the feasibility of the project from a management standpoint.

A Management Plan will be considered sufficiently detailed if it is responsive in depth to each of the following applicable areas. The submission is to be a plan, not simply a response to the following questions; however, to expedite HUD's review, it is suggested that your Plan follow the indicated order of response. Please note that statements to the effect that various plans and policies will be developed in the future are not acceptable.

All Management Plans must bear the signature of a responsible officer of the sponsor of the project.

1. List project number, project name and address(es), number of units and type(s), type(s) of structure(s) (i.e., garden, hi-rise, etc.).
2. The role and responsibility of the owner and his relation and delegation of authority to the management agent.
 - a) Will the project be self-managed? If so, will it self-managed by the same, or a different, legal entity than the ownership?

If the project will be independently managed, or self-managed by a different legal entity than the ownership, attach a copy of the proposed management contract.

Attach a resume of the management agent or individual, as appropriate.

- b) What are the supervisory relationships, and to whom are the persons responsible for the day-to-day operation of the project accountable?
 - c) Under what conditions must the management agent consult the project owner before taking action?
 - d) What are the areas in which the management agent may make decisions without consulting the owner?
 - e) Who in the owner's organization (name, position, address, telephone) is the key contact person for the management agent? What decision-making powers does this contact person have?
 - f) List the respective responsibilities of the owner and management agent.
3. Personnel policy and staffing arrangements.
 - a) Is all hiring in conformance with equal employment opportunity requirements?
 - b) What are the projected staffing needs of the project? Provide a position description for the job title of every position that will be staffed using project funds; provide schedule of duty hours, number of individuals per position, etc.

4. a) Who is responsible for selecting the tenants? Is this selection subject to conditions and by whom?

b) What orientation services are to be provided tenants to acquaint them with the project? Care of the unit?

c) Detail your procedure for inspection and preparation of apartments, and equipment therein, upon vacancy.

d) What are the procedures to allow for eligible applicants to inspect the unit being made available for occupancy? How will records of such inspections be maintained?

5. The Management Plans for all projects with Section 8 subsidies must address themselves to the following:

a) Tenant selection plan must agree with marketing of units through advertising in media stated in the approved Affirmative Fair Housing Marketing Plan.

b) Comply with the regulations in marketing of units before applications are accepted and processed.

c) State that a permanent record will be maintained of all applicants who apply for the program.

d) State that applications will be dated and time stamped and families will be selected on a first come, first served basis, within preferences as approved by HUD.

e) State clearly the preferences to be used

f) Define family.

g) Must state that all families selected will be very low income.

h) Must agree with Regulatory Agreement prohibiting fee charged family for credit check.

i) Must agree to security deposit of not more than one month's tenant rent contribution, or \$50.00, whichever is greater.

j) Must state owner established minimum/maximum bedroom distribution.

k) State that units will be inspected by family and owner upon move-in, move-out and annually, and certify on HUD forms.

l) State that family incomes will be re-examined annually

n) State that ineligible families will be notified in writing; notification to include reasons and that they have a right to meet with the owner.

o) Must indicate that ineligible family files will be kept for 3 years.

p) Must indicate that families placed on waiting list will be notified in writing of status.

q) Agrees with all the provisions for termination of tenancy (see new regs and 202 lease para. 8 I-h).

- r) Tenant selection policies.
 - s) How and when will the units be advertised as available?
 - t) Will affirmative marketing practices be utilized? If so, what are your plans for such an affirmative marketing program?
 - u) What plans are being made to achieve and maintain occupancy by very low income families?
6. a) What are the proposed schedules for routine and janitorial maintenance stairwells, halls, lawns, rubbish, etc.? This section of your Plan must include the statement that the schedule will be posted conspicuously.
- b) What equipment/property items are to be scheduled for preventive maintenance? What intervals?
- c) What procedures have been developed to inventory and service appliances and mechanical equipment? To check out all such equipment to be sure that it is properly installed and operating prior to releasing units for occupancy? To service such appliances and equipment thereafter?
- d) What is your schedule for interior and exterior painting and decorating?
- e) How will major repairs be handled?
- f) How will grounds upkeep and maintenance be carried out?
- g) How will tenants be instructed to report maintenance and repair needs - major, minor, emergency, non-emergency? What system will be established for receiving, assigning, following up and billing work orders? How will priorities be established, and by whom? Who will determine, and upon what criteria, if tenant will pay for repair/replacement, and is this appealable by the tenant?
- h) What status will be granted to emergency repairs? How is "emergency" defined? What time interval will be permitted for completion? How will emergency requests be handled?
- i) What is your policy on unit inspections?
7. Detail your plans for providing security to tenants and property.
8. a) Explain your rent collection policies and procedures.
- b) Is there provision for on-site rent collection? After hours depository?
- c) What are the eviction policies and procedures?
- d) Are rent payments adequately recorded, and kept in separate accounts?
- e) What is your program for maintaining adequate accounting records of security deposits, HAP payments (if applicable), etc.
9. a) Detail your policies and procedures for handling tenant grievances - maintenance and otherwise.
- b) What is your policy towards tenant organization?
10. What are your leasing policies and procedures? Will leases be available in foreign languages? Will "rules & regulations" be attached to the lease? Provide copies with your Plan; note that approval of the Plan does not necessarily indicate approval of lease.

11. Specify plans for meeting social and economic problems of tenants.
12. List services to be provided to tenants and charges therefor. Include such items as community rooms, ancillary services, etc.

NOTE: Owner/manager is required to attend a pre-occupancy conference at HUD New York Area Office (at 50% completion) upon notice.