

403.6 Project Documentation

The contractor is required to submit a **management plan** for each project.

At a minimum, the management plan must address the following:

1. Performance Standards
 - How does the sponsor organization seek to ensure property management staff is informed of and in compliance with regulatory requirements?
 - What is the target vacancy rate or occupancy rate for this project?
 - What is the target rent collection ratio for this project?
 - What is the target turnover time?
 - What is the goal for cash flow?
 - What are the goals for deposits to both operating and replacement reserves?
2. Accounting System
 - How is income to the project handled?
 - How are funds disbursed from the project?
 - (Please note: If only one person is involved, risk is high. The person who balances the checkbook should not be the same person who writes checks, or there should be monthly oversight by management on account balancing.)
3. Marketing Procedures
 - Is there a waiting list? How is the list managed?
 - Are there types of households that get special attention or are advanced on the waiting list?
 - When and how is the list refreshed?
 - How is the project marketed to special needs households if such are part of the target population for this project?
4. Leasing Procedures
 - Does initial determination of eligibility include 3rd party verification?
 - When and how is eligibility recertified?
 - What provision does the lease make to terminate or evict?
5. Rent-Setting Procedures
 - Are the targeted income levels specified for all units and do they agree with our contract?
 - Are the rents tied to the HUD rent tables?
 - When and how are rents increased?
 - How are rents adjusted for households that exceed target income levels over time?
6. Special Needs Services
 - If the project serves a special needs population, who is the service provider?
 - When and how is the service provider evaluated in their service delivery?
 - How are complaints handled regarding special needs services?
7. Maintenance Schedule
 - When and how often are units inspected?
 - What is the schedule for routine maintenance of all building and property systems?
 - How are notices by residents of building or system malfunctions handled?

- What is the goal for how fast those concerns will be addressed?
8. Is there a Security and Emergency Plan?
- Submit the management plan electronically to the CM if possible.
 - The Department may require additional information to be included in the management plan.
 - Unless the contractor is notified of deficiencies in the plan within 60 days from the date the Department receives the plan, the contractor may assume approval of the plan.
 - See Exhibit 4-11 for an optional management plan template. Organizations may use this template in total or in part if they wish, or they may choose to use another format. The important thing is to include the required information, and a table of contents that allows the information to be readily located.