

## Management Plan

### Requirements

- The Management Plan should be as detailed as possible and reflect an understanding of management principles and procedures, a familiarity with MaineHousing's guidelines and requirements, and the application of these to the particular property. Should your Plan deviate from generally accepted property management principles or guidelines, then indicate justification for the variance.
- The Plan should specifically address staff functions and procedures. Further, it should demonstrate that adequate staff is available to carry out those functions.
- It is important to specifically identify any current or anticipated problem or challenges of the property's operation which will require extraordinary measures and procedures for remediation. Examples: vacancy problems requiring additional marketing efforts; financial operating deficit requiring budgetary controls or cost effective operational changes; physical deficiencies requiring corrective action.
- The Plan should be written in narrative fashion, and should be intelligible without cross-referencing to this Outline. The MaineHousing Management Handbook is available to provide greater detail of property management procedures.

### Relationship between the Managing Agent and the Owner

- In this section, describe the legal and/or corporate relationship between the Owner and Agent.
- Include information within the text, or by attaching a resume on previous housing management experiences, and describe the level of independence with the Agent that will be allowed in decision-making, including disbursement of property operating funds.
- This segment should exhibit a familiarity with, and understanding of, the provisions of applicable mortgage loan documents and requirements and any other contractual requirements, such as federal housing subsidy contracts and regulations.

### Property Characteristics

- Thoroughly describe the property, including such things as building type, heating source, unit size and distribution, energy efficiency, parking, site maintenance, site and neighborhood characteristics, and any type of subsidy and family composition,
- What management and/or budgetary problems might be caused by any of the property's particulars, and how do you intend to compensate for the potential weakness or challenges?
- What do you believe are the strengths of the property as they relate to the areas of:
  - ✓ Management efficiency
  - ✓ Maintenance

- ✓ Budgetary control
- ✓ Response to tenant needs/services

## **Staffing**

- Describe the Project staffing by job title, description of responsibilities and work hours, and any certifications and specific training/education pertaining to property management. Inclusion or attachments of resumes or training certificates is helpful.
- What arrangements will be made to insure communication between the property manager and the owner?
- What has been established to ensure communication between the property manager and residents?
- Will there be a Resident Services Coordinator?
- What is the procedure for emergency maintenance?
- Describe any training that will be provided to new staff members and any continuing property management education that is planned.

## **Marketing and Lease-Up**

- Management Agents must identify any specific state or federal requirements, such as the guidelines contained in relevant sections of the MaineHousing Management Handbook and Fair Housing Regulations.
- Describe the following:
  - ✓ Lease up procedures
  - ✓ Office location
  - ✓ Marketing plans, targeted population, and pertinent information geographical considerations (A separate Marketing Plan addressing lease-up activities may be attached to the Management Plan.)
  - ✓ Tenant Selection Plans
  - ✓ Affirmative Fair Housing plans
  - ✓ Eligibility verification procedures
  - ✓ Waiting list procedures
  - ✓ Rejection of applicant procedures

## **Tenant and House Rules**

- Detail items to be included in any Tenant and House Rules governing tenant occupancy at the property.
- Include, as appropriate, such topics as:
  - ✓ Additional appliances allowed and any additional charges
  - ✓ Pet policy
  - ✓ Late rental payments and any late fees assessed
  - ✓ Returned check policy

- ✓ Parking restrictions
- ✓ Key and lock replacements
- ✓ Maintenance request procedures
- ✓ Use of common areas
- ✓ Time limits on guests visitation
- ✓ Storage of tenant items
- ✓ Unit inspections
- ✓ Health and Safety rules
- ✓ Request for Accommodations
- ✓ Smoking policy
- ✓ Drug and Criminal activity

### **Energy Efficiencies**

- What are the anticipated challenges in reducing energy consumption?
- What physical or educational techniques are planned to assist in maintaining a reasonable level of consumption?
- Will the units be furnished with Energy Efficient Rated appliances?
- Will the units have energy efficient storm doors and windows?

### **Finance and Accounting**

- Describe fully the accounting system and procedures to be used for the property, including handling of receipts and disbursements? (Refer to MaineHousing Accounting Manual).
- Will the property have separate checking and savings accounts from other managed properties?
- Will security deposits be placed in savings account separate from other property funds?
- Where will the ledgers, records and supporting documentation be located?
- What internal controls will be established?

### **Recordkeeping – Administrative and Physical Plant**

- Fully describe the systems and procedures to be used for tenant files:
  - ✓ Initial and annual tenant certifications
  - ✓ Leases
  - ✓ Unit inspection reports
  - ✓ Income and asset certification procedures
  - ✓ Credit and criminal checks
  - ✓ Application processing
  - ✓ Checking of references
- Fully describe procedures for:
  - ✓ Routine and emergency maintenance and repairs
  - ✓ Preventive maintenance schedules

- ✓ Capital needs replacements.

### **Resident Handbook and Orientation**

Describe your resident orientation procedures and topics to be included in any written handbook.