



Management Company Name: _____

Property: _____

Completed by: _____ Date Completed: _____

If you're not receiving MaineHousing Asset Management Notices, please provide the name and email address of individuals to be added to our mailing list:

For the upcoming Management Review there are a few procedural items that we need to review related to the HUD-9834 to see if any of your internal processes have changed since the 2020 Management & Occupancy Review (MOR). Please complete the following information.

This form should be completed individually per project being reviewed at this MOR. The corresponding category and question from the HUD 9834 Part II Site Review Section is referenced for your convenience.

Category A: General Appearance & Security

Question 2a & c:

Please indicate if any of the following events have been documented in the last twelve months, the frequency of the event, and the corrective action if any taken:

Break-ins Vandalism Auto Theft Assaults Arrests
 Drug Activity Other: _____ None

Corrective Actions: _____

Question 2b:

What types of security measures, if any, are utilized on-site? _____

Category B. Follow-Up & Monitoring of Project Inspections

Question 3a:

Have all EH&S items from the most recent REAC been corrected? Yes No N/A

If no, provide explanation: _____

Please provide a copy of the EH&S Certification for our records (inspections within past 15 months).

Question 3b:

Have all other deficiencies noted in most recent REAC been corrected? Yes No N/A

If no, provide explanation: _____

Please have available for review all work orders pertaining to corrected REAC items.

Question 4a

Is there a certification on file documenting that the project has been certified to be free of lead based paint, or lead hazards? Yes No N/A (If constructed after 1977)

If yes, please provide a copy of the certification for our records.

If this is an elderly property that was constructed prior to 1978, and there are children under six years of age, is there a lead based paint certification? Yes No No children under age 6

Category C. Maintenance & Standard Operating Procedures

Question 5a – c:

Confirm there is a schedule for preventative maintenance/servicing for the following items checked:

- Heating & A/C Equipment Water Heaters Carpets/Drapes Roof, Gutter, Fascia Inspection
- Major Appliances Elevators Motor Vehicles Sewer Lines Exterior Painting
- Windows Recreations Equipment Landscaping Maintenance
- Other: _____

Question 5d:

Identify employee(s), names(s), and title(s) responsible for conducting inspections:

Question 5e – g:

Have the method, documentation, or frequency of unit inspections changed since the last management review? Yes No

If yes, please describe: _____

Question 5h:

What is the average number of days from move out until the unit is ready for occupancy? (Maintenance)

0 Bedroom: ____ 1 Bedroom: ____ 2 Bedroom: ____ 3 Bedroom: ____ 4 Bedroom: ____ 5 Bedroom: ____

If the average number of days exceeds 10 days, please explain the reasons for delays:

Question 5i – j:

Have there been any changes in procedures within the past 12 months for handling work orders?

- Yes No

If yes, please describe the new procedure: _____

Question 5k:

Is there a backlog of work orders? Yes No

Total Number backlogged: ____ Number between 1-3 days: ____ 4-7 days: ____ More than 1 week: ____

Question 6a:

What is the average number of days for unit turn over? (Move out date to Move in date)(Vacancy)

0 Bedroom: ___ 1 Bedroom: ___ 2 Bedroom: ___ 3 Bedroom: ___ 4 Bedroom: ___ 5 Bedroom: ___

If the average number of days exceeds 30 days please explain the reasons for delays:

Please provide the following information:

(Category C. Question 6a-b):

As of date	Number of Vacancies	Number of vacant units ready to rent

Questions 6c & d:

Are there any factors contributing to vacancy problems? Yes No

If yes, explain what actions are being taken to resolve: _____

Question 7:

What energy savings measures have been implemented?

- Caulking & Weather Stripping Storm doors/windows Consumer education
- Water saver devices Extra insulation Lighting Appliances Solar Wind Mini-splits
- Heat conversions Other: _____

Which measures have been within the past 12 months? _____

Category E. Leasing and Occupancy

Question 14a – d:

Have there been any changes to your application since the last management review? Yes No

If yes, identify the changes: _____

Question 14f:

Has a Section 8 unit been leased to a police officer or security personnel who is over the income limits for the project since the last management review? Yes No

If yes, has HUD or the Contract Administrator authorized the admission? Yes No

Question 14g:

Has the Tenant Selection Plan been updated since the last management review? Yes No

Number of Applicants on Waiting List (Category E. Question 14i):

0 BR	1 BR	2 BR	3 BR	4 BR

Question 15a:

Have there been any changes made in the lease or lease addenda over the past 12 months? Yes No

If yes, please provide a copy of the document(s) along with the HUD or CA approval. Note changes could be made to the House Rules and would not need HUD or CA approval.

Question 15b & c:

Aside from rents and security deposits, list any other charges and the amount assessed (lockouts, replacement keys, A/C, etc.): _____

Has HUD approved these charges? Yes No **If yes, please attach approval.**

Question 16a – d:

Are tenants notified of termination of tenancy or assistance in accordance with HUD requirements?

Yes No N/A (No terminations of tenancy or assistance in the past 12 months.)

If yes, reasons for termination: _____

Has management pursued eviction/termination of assistance for all individuals subject to lifetime sex offender registration requirement admitted after 6/25/01? Yes No

(**Note to reviewer:** If “Yes”, reference Addendum D for information that must be obtained from O/A.)

In accordance with the O/A policies and procedures, have any household members subject to a state lifetime sex offender registration requirement been identified at re-certification? Yes No

(**Note to reviewer:** If “Yes”, reference Addendum D for information that must be obtained from O/A.)

Number of Evictions (Category E. Question 16b):

Number of Evictions	Avg. Cost per Eviction	Reason For Each Eviction

If there were evictions who would have handled the process in the past, or who would in the future?

- Attorney on Call
- Attorney on Staff of Owner/Agent
- Other: _____
- Owner/Agent
- Attorney on Contract

Question 17g

Have any EIV users access been terminated since the last management review? Yes No

If yes, who: _____ **How many days to terminate their access:** _____ **days**

Question 17h

Is there a procedure to document and report the occurrence of all improper disclosures of EIV data?

Yes No

Have any improper disclosures of EIV data been reported since the last management review?

Yes No

Question 17j

Have any occurrences of unauthorized EIV access or security breaches occurred since the last management review? Yes No

Question 17k

Has EIV data been improperly shared with other entities? Yes No

If yes, please list date(s) and other entities: _____

Question 20a

Is the "Rules of Behavior for TRACS current (within last 12 months) and on file for staff with access to EIV and staff who use EIV reports? Yes No

Please have a copy/copies available for review.

Question 20b

Is the completed annual TRACS "Security Training Certification" current, and on file? Yes No

Please have a copy available for review.

(Per HUD Notice H2013-06, pages 51 & 52, the Security Training is the same training required for those who are also EIV users.)

Question 21b

Is documentation relating to an individual's domestic violence, dating violence, or stalking kept in a separate file in a secure location from other tenant files? Yes No N/A

Question 21d

Who is authorized to have access to the tenant files (name and title)? (Use additional paper if needed.)

Question 21e-f

Has your document retention (minimum 3 years) and destruction of tenant records remained the same since the last management review? Yes No

If no, please specify changes: _____

Number of Rejections (Category E. Summary of Tenant File Reviews, Question 22h-iii):

Number of Rejections

Category F. Tenant/Management Relations

Question 23a & b

Is there a written procedure for resolving tenant complaints or concerns? Yes No

Does the procedure cover appeals? Yes No

Please have copy available for review.

Question 23c

Is there an active formal tenant organization at this property? Yes No

Question 24b

Is there a Resident Service Coordinator assigned to the project? Yes No

If yes, how many hours does the RSC dedicate per week? ____ Days ____ Hours per day

If no, what services are offered in place of RSC Services? _____

Category G. General Management

Question 25c & d

How does the owner/agent implement HUD changes in policies and procedures? _____

Indicate the types of training used:

Frequency:

- On-site
- HUD Seminars
- Energy Conservation
- Industry/Association Training
- Local College
- Other: _____

Question 27a

Has management **made an effort** to employ tenants in accordance with Section 3 of the Housing and Community Development Act of 1968? Yes No

Question 27b HUD Boston requires completion for every project. List all staff charged to the project:

(Use additional paper if needed.) Or **Check here if staff salaries are paid directly through Management Fee**

Staff:	Date Hired:	% of time Charged to the Site:	Annual Salary:	Unit Size:	Receiving Subsidy? (If Living On-site)	Occupying a Non-Income Producing Unit?
					<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
					<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
					<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
					<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
					<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N

FHEO Checklist: Addendum B: Question 4

What is the date the owner signed the Affirmative Fair Housing Marketing Plan being used? _____

What is the HUD approved date? _____

If plan not yet approved by HUD, what is the last HUD approved plan date? _____

If an approved AFHMP has been received since the last MOR, please provide a copy to MaineHousing

Date the current Affirmative Fair Housing Marketing Plan was **last reviewed**? _____

***See 9/22/2014 HUD memo (supersedes 5/15/2014) for AFHMP Review and Approval Guidance.**

Was the plan revised and submitted to HUD? Yes No

Per HUD memorandum (9/22/2014) a new plan must be submitted when:

(1)

- At least five (5) years have elapsed since the last review; **OR**
- The local jurisdiction's Consolidated Plan has been updated; **OR**
- Significant demographic changes have occurred in the housing market area:

AND

- The Owner/Agent has conducted an analysis which determines that the population least likely to apply for housing is not identified in the currently approved AFHMP **OR** the advertising, publicity or outreach are no longer appropriate and require modification or expansion.

OR

(2)

- The owner adopts a residency preference for admission of persons who reside in a specified geographic area (“residence preference area”). An owner’s residency preference must be approved by HUD as described in 24 CFR 5.655 (c)(iii) subparts A and C. Residency preferences should only be approved when they further the goals of affirmative marketing.
- The owner adopts an admissions preference for admission of persons who reside in a specified geographic area that hasn’t previously been approved, and then an update to the AFHMP must be approved.

Addendum B Part: C Section 504

Is there a formal, written grievance procedure that provides for resolution of complaints alleging discrimination based on disability, as required by Section 8.53(b)? Yes No

If yes, date: _____

**Thank you for your efforts in completing form HUD-9834 Questionnaire!
We appreciate your cooperation!**