

CHAPTER 9

MANAGEMENT REVIEWS

The Housing Management Representative (HMR) is responsible for performing an on-site management review (MR) at all PHFA-funded properties with 12 or more units at least annually. Desk reviews are performed for properties with 11 units or fewer, every other year.

Whenever possible and practical, MRs will be scheduled in conjunction with the Physical Conditions Critique of the property (PCC - see Chapter 8). The HMR will send a notification letter to the owner, management agent, and manager with the date and time of the visit. The letter will include a listing of the documents/information that will be needed in order to complete the review.

The primary focus of the MR is a review of the resident files. During the first year of operation, the HMR will review 100 percent of the initial resident certifications. Thereafter, a sampling of up to 20 percent of files is reviewed annually. The files to be reviewed include move-ins, annual recertifications, and rejected applicant files.

The MR is conducted to ensure compliance with the applicable program rules and regulations, as well as the requirements of the property's legal documents, management plan, and resident selection criteria.

MRs may also include, but are not limited to, a review of the following:

- AFHMP/Marketing and Outreach to persons with disabilities
- Curb appeal, grounds, and common area maintenance
- Delinquency and rent collection
- Evictions
- Fair Housing/Equal Opportunity
- Lease/Addenda
- Management Plan and Resident Selection Criteria
- Occupancy
- Physical Observations
- Reasonable accommodations
- Resident participation
- Security
- Staffing
- Supportive services
- Vacant unit turnover
- Waiting List

The HMR will send a report summarizing any deficiencies noted as a result of the MR to the management agent and manager with a timeline for submitting any required corrections and/or updates.

NOTE: Properties with an allocation of tax credits are subject to receiving an LIHTC noncompliance letter for any applicable issues observed as a result of the review of files.

Contact the HMR assigned to your property for further information and guidance.