



PHFA's Housing
Management
Department
**Best
Practices**

PENNSYLVANIA HOUSING FINANCE AGENCY

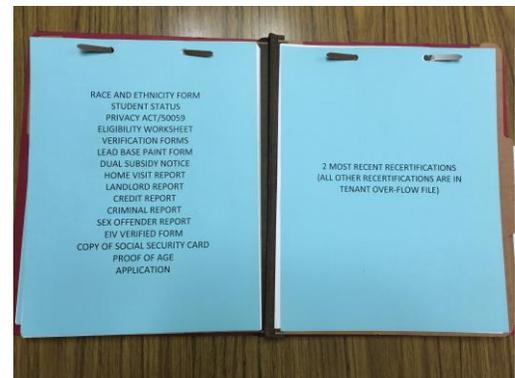
Delphia House

Efficiency Processes: File Organization

Background: Delphia House Apartments is a 62+ elderly community located in the City of York in York County. It is a 7 story high-rise with 103 Section 8 Project Based one bedroom units.

Management Agent: York Area Housing Group

Property Manager: Ms. Debbie Krebs
debra@yorkareahq.org, 717-843-1064



Program Components:

- Staff uses an 8 part file folder for resident files.
- Each section uses a cover sheet that lists the documents filed behind it.
- Folders are set up at move-in and are used throughout the entire occupancy.
- The two most recent recertifications are kept in the file. The other documents are removed and saved in another locked file until the destroy date.
- Staff also use a color coded filing system for their go-to information for the completion of the many reports they must complete/submit.

Outcome:



Great file organization saves time for the management staff working at the property and for those that need to review the files, such as auditors and other approved staff. For management, it reduces errors and less time is spent searching for documents in the files. This allows more time to be spent on the property and with resident related issues.