MANAGEMENT DOCUMENT REVIEW

Presented By: Norristown Housing Management Team
Management Documents

Management Documents are the road map that guides the project’s management practices. These documents must be accessible to all property staff and certain documents must be available to residents as well.

All documents must be reviewed and approved by a Housing Management Representative prior to implementation.
Submit Documents

- Pre-Commitment
- Management Agent Change
- Document Updates
Management Documents Consist of:

- Management Plan
- Tenant Selection Plan aka Resident Selection Criteria
- Affirmative Fair Housing Marketing Plan
- Lease
- Grievance Procedure
- VAWA Emergency Transfer Plan
Please Note...

- Each document MUST be treated as a stand-alone document.
- There may be repetition across documents, for example, project name, number of units, occupancy type, etc.
- The Project Number is the PHFA Number NOT the Tax Credit Number (HMR can provide).
- The checklist provides the minimum requirements, the agent may include additional items.
- The checklists are available on the PHFA website.
- Each property should have a Management Binder that contains all Management and Legal documents.
Common errors to avoid...

• Not incorporating all checklist requirements in the document
• Using a general template and not fully replacing the information of other properties
• Not attaching required addendums
• Using outdated forms (i.e., AFHMP)
Management Plan

Presented By: Khalifah Harding
• The Management Plan outlines the property’s operation objectives, and the following items must be included:

1. Name of the property, address, number of units, and construction type.

2. Describe the relationship b/w owner and agent. Include an organizational chart, delegation of authority and primary contact person.

3. Property Staffing

4. Occupancy Standards (# of ppl per bedroom)
5. Vacant Accessible Unit Policy (lease-up, in-house transfer, etc.)
6. VAWA Requirements (HUD 91067, 5380, 5382); also, must state when information is provided to applicants/residents
7. For properties that received HOME/HTF post 12/16/2016, an Emergency Transfer Plan is required. Also, where the ETP is posted must be stated within the Management Plan.
8. Are the units fixed or floating?
9. If the project has a Homeownership option; all requirements must be addressed in the plan. [CHECKLIST]
Tenant Selection Plan

Overview

A Tenant Selection Plan contains the criteria used to determine an applicant’s project eligibility.

Owners must adopt and comply with their tenant selection policies and criteria.

The Tenant Selection Plan must explicitly state that the screening criteria are applied consistently to all applicants.

TSP Criteria
Affirmative Fair Housing Marketing Plan

Presented by
Khalifah Harding
Affirmative Fair Housing Management Plan

Additional Resources & Forms:
• Form HUD 935.2A
• Census Navigation Tool
• PHFA Addendum
• Five-Year Update Acknowledgment
• All available on www.phfa.org
Common Errors & Omissions

AFHMP CHECKLIST

Not utilizing the AFHMP Checklist...

Ensure that the most recent form is used

Include PHFA Number (if property has Agency funding)

Not including
- Maps and Census documents
- PA Housing Search
- PHFA Supportive Services Officer (Danielle Rudy)

AFHMP CHECKLIST
Lease Agreement

Presented by: Lisa Santiago
Lease Agreement Checklist

Required Lease Terms and Addenda

• Lease term for not less than one year, unless mutually agreed upon.
• Lease must include:
  • Security deposit amount
  • Utility information
  • Monthly rental amount
  • Signatures of all parties
• A 30-day advanced written notice for rent increases must be provided.
• Tax Credit awards as of 2018: Prohibition of the use of tobacco inside the building, common areas and outdoor buildings, and within 25 feet of all buildings.
• PHFA LIHTC Addendum
• Accessible Unit Addendum (if applicable)
Prohibited Lease Terms-Agreement by the resident:

- To be sued, to admit guilt, or to a judgment in favor of the owner in a lawsuit brought in connection with the Lease.

- That the owner may take, hold, or sell personal property of household members without notice to the resident and a court decision on the rights of the parties. *This does not apply to an agreement by the resident concerning disposition of personal property remaining in the housing unit after the resident has moved out of the unit. The owner may dispose of this personal property in accordance with state law.*

- Not to hold the owner or the owner’s agents legally responsible for any action or failure to act, whether intentional or negligent.

- That the owner may institute a lawsuit without notice to the resident.
Prohibited Lease Terms-Terms-Agreement by the resident:

• That the owner may evict the resident or household members without instituting a civil court proceeding in which the resident has the opportunity to present a defense or before a court decision on the rights of the parties.

• To waive any right to a trial by jury

• To waive the right to appeal or to otherwise legally challenge a decision in connection with the Lease made by the court

• To pay attorney fees or other legal cost, even if the resident wins in a court proceeding by the owner against the resident. If the case is lost, the resident, however, may be obligated to pay costs.

• Statement that the tenant must accept supportive service. (This requirement may be mandatory for Transitional Housing only.)
Grievance Procedure

Presented By: Karen Anderson
Grievance Procedure Requirements

- Name and contact information of the Agent’s Fair Housing Officer or the individual designated to process grievances.
- The Procedure must provide a timeframe in which the agent will address the grievance.
- Specify where the procedure must be posted. It must be posted in a common area, accessible to all residents.

Specify when the procedure will be provided:
- Must be provided to all applicants at move-in.
- All household members must sign an acknowledgement of receipt of the Grievance Procedures.

Grievance Procedure
VAWA Emergency Transfer Plan

Presented By: Lisa Santiago
VAWA Emergency Transfer Plan (ETP)

- Use the Model Emergency Transfer Plan for Victims of Domestic Violence ([HUD-5381](#)) as a template.
- Add property specifics, where indicated: Name of property, Management Agent, funding program
- Additional PHFA required items are within the VAWA ETP [Checklist](#).
Q2. Describe how residents with disabilities may request a reasonable accommodation from VAWA requirements, if needed.

Q10. Describe how all VAWA communications and materials will be provided to persons with hearing, visual and other communication-related disabilities.

Q11. Explain how owners / agents will take all reasonable steps to ensure meaningful access to materials for populations with limited English proficiency.

Q13. Describe where the plan will be posted in common areas through the property.
Thank you for attending the Management Documents Review Session!

Any Questions?