

**LOS ANGELES HOUSING DEPARTMENT
PROPERTY MANAGEMENT PLAN**

Project Name: _____ **Total Number of Units:** _____
Project Address: _____ **No. of Restricted Units:** _____
Project Owner: _____ **Daytime Phone No: ()** _____
Owner's Address: _____ **City:** _____ **State:** _____ **Zip:** _____
Contact Person: _____ **Position/Title:** _____
Daytime Phone: () _____ **Phone: ()** _____ **Fax: ()** _____
Mailing Address: _____ **City:** _____ **State:** _____ **Zip:** _____

Complete the Property Management Plan by providing the information requested. If a series of multiple choices are offered, respond with an "X" to all that apply. In responding to the "OTHER" category, attach a separate paper when needed. **Items that already have an "X" are mandatory.**

Financial Management

1. The following person(s) is/are responsible for the project's financial management:

(Name, Title/Position)

Her/His/Their duties include:

- _____ Collecting rents and other income.
- _____ Paying bills and tracking expenses (including taxes).
- _____ Purchasing equipment or supplies.
- _____ Preparation of the annual project budget. (*income, expenses, capital expenditures, funding of project reserves*)
- _____ Preparation of the annual financial audit.
- _____ Other _____

2. Describe how you will provide for financial reporting on your projects:

- a. Bookkeeping, accounting and financial reports will be performed by _____

- b. Financial reports will be prepared by _____ at least _____ times a year and sent to _____, the project manager / owner. (*Circle one*)

Note: *Each page of the Management Plan must be initialed by the Owner of the project to indicate knowledge and acceptance of the Plan's provisions.*

Tenant Management

3. The following person is responsible for tenant management:

(Name, Title/Position)

Her/His duties include:

- | | |
|---|--|
| <input type="checkbox"/> Marketing vacant units | <input type="checkbox"/> Tenant screening |
| <input type="checkbox"/> Tenant selection | <input type="checkbox"/> Resolution of tenant problems |
| <input type="checkbox"/> Notice of rent delinquency | <input type="checkbox"/> Enforcement of House Rules <i>(Attach a copy)</i> |
| <input type="checkbox"/> Eviction | <input type="checkbox"/> Other _____ |

4. The following agreements between owner and tenant will be used:

- Owner's lease agreement (ATTACH A SAMPLE OF THE AGREEMENT TO BE USED)
- City's Mandatory Addendum to Lease or Rental Agreement (provided by the LAHD)
- Other agreements (IDENTIFY HERE AND ATTACH SAMPLES):
- _____
- _____

5. There are a total of _____ units restricted for occupancy by Low Income Households at affordable rent as stipulated in Regulatory Agreement No.: _____ and signed and dated _____.

Affirmative marketing describes the steps to be taken to provide information and otherwise attract eligible persons from all racial, ethnic and gender groups in the housing market area to the available housing.
(Read the Affirmative Marketing Goals and Procedures prior to filling out this section)

6. To assure all restricted units are affirmatively marketed the Owner will accomplish the following:

- Assure all advertising media includes a reference to "Equal Housing Opportunity".
- Where a significant number of persons in the community have limited fluency in the English language, provide marketing information and leases in the native language(s) of such persons.
- Promptly notify applicants of their eligibility status and placement on a waiting list.
- Other *(Attach separate paper if needed)* _____
- _____

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7. Owner will market available rental units using the following methods: (Pick at least one method in addition to newspaper ad)

Place ad in neighborhood and/or local newspaper. Identify specific papers: _____

_____ Place flyer or notice with churches, community organizations. Identify specific organizations and locations:

_____ Place flyer or notice with real estate associations. Identify specific associations: _____

_____ Other: _____

If no media advertisement is planned, give reason: _____

8. The following steps will be taken to inform and solicit applications from persons identified as least likely to apply for the restricted units without special outreach.

a. Based upon a review of the ethnic and racial distribution of the neighborhood surrounding the available units, the target group(s) least likely to apply without special outreach is (are) (Pick one or more):

- | | |
|---|--|
| <input type="checkbox"/> African American/Black | <input type="checkbox"/> Native Hawaiian or other Pacific Islander |
| <input type="checkbox"/> American Indian/Alaskan Native | <input type="checkbox"/> Asian |
| <input type="checkbox"/> White | <input type="checkbox"/> Mexican/Chicano |
| <input type="checkbox"/> Cuban | <input type="checkbox"/> Puerto Rican |
| <input type="checkbox"/> Other Hispanic or Latino | <input type="checkbox"/> Non Hispanic or Latino |

b. Planned outreach consists of the following actions:

_____ Placing notice(s) in newspaper(s) of general circulation.

(Examples of newspapers of general circulation include the Los Angeles Times, La Opinion, Nuestro Tiempo, The Sentinel, Daily News, Korean Times, Wave, Daily Journal).

Identify: _____

Distributing flyers to social service or special purpose groups.

(A list of social service /special purpose group contacts is attached to this document as well as other forms and information to help you complete this item).

Attach the list of social service agencies you will contact to this document.

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9. Affirmative marketing and outreach for filling vacant units will be documented in the following manner:
(Refer to Loan Document and Covenant for further information on record keeping requirements)

- Maintenance of a file copy of media ads and or flyers.
- Maintenance of file notes on who was contacted or where bulletins were posted.
- Making "How did you hear about this vacancy?" a question on the tenant application.
- Other: _____

10. Tenants for the restricted units will be selected in the following manner:

- Maintenance of a list by the date the application is received according to income group, and filling vacancies in application date order.
- Screening of tenants through the use of credit history, tenant history, and references, if available, to determine suitability for occupancy.
- Giving consideration to families eligible for public housing.
- Giving preference to qualified households who have been displaced as a result of City of Los Angeles public projects, when other selection criteria are also met.
- Other applicant screening procedures: _____

11. On behalf of the City, Owner will collect and submit to the City the following demographic information on all tenants occupying restricted units in the Project:

- Income Level
- Gender
- Ethnicity

12. At initial occupancy, every sixth year, or upon request, income eligibility for each tenant in a restricted unit will be determined in the following manner:

- Follow definition of income appropriate to the loan. (Definition of income is attached)
- Have the applicant complete, sign and submit a Tenant Income and Rent Certification Form.
- Calculate tenant income by reviewing source documentation (Check as applicable):
 - Obtain employment check stubs.
 - Verify SSI pension, AFDC payment, public assistance, and other income.
 - Calculate and include income from assets.
 - Examine applicant income tax return.
 - Verify income with employer.
 - Other: _____

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13. Annual recertification of each tenant's eligibility in a restricted unit will be determined in the following manner:

- Follow definition of income appropriate to the loan (*Definition of income is attached*).
- Have the applicant complete, sign and submit a Tenant Income and Rent Certification Form.
- Other: _____

14. Maximum allowable rents must be reduced if the tenant pays for utilities. Accordingly, which of the following utilities are paid by the tenant?

- | | | | |
|--------------------------|-------------------|--------------------------|------------------------|
| <input type="checkbox"/> | Gas Heating | <input type="checkbox"/> | Basic Electricity |
| <input type="checkbox"/> | Gas Cooking | <input type="checkbox"/> | Electric Cooking |
| <input type="checkbox"/> | Gas Water Heating | <input type="checkbox"/> | Electric Water Heating |
| <input type="checkbox"/> | Water | <input type="checkbox"/> | Electric Heating |
| <input type="checkbox"/> | Trash/Garbage | <input type="checkbox"/> | Air Conditioning |
| <input type="checkbox"/> | Other: _____ | | |

15. When there is at least one parking space per unit and/or ample parking available, as required by the zoning regulations for the City of Los Angeles, then parking is considered an entitlement when calculating maximum allowable rent. When there is less than one space per unit, parking can be considered an amenity. However, this amenity must be offered to tenants in restricted units. Accordingly, check one of the following:

- There is at least one parking space per unit and/or ample parking available as required by the City of Los Angeles zoning regulations.
- There is less than one parking space per residential unit. Parking will be offered to tenants on the following basis:
 - Seniority
 - Other: _____

16. To establish initial payment and adjust rental payments by a tenant in an assisted unit (increases or decreases), the Owner will take the following action:

- Rely upon the City to provide annual changes in maximum rent levels.
- Check annually, or as needed, with the City to verify maximum rent levels.
- Re-examine monthly utility allowances annually.
- Other: _____
- If rents increase 10% or more, tenants are notified in writing at least 60 days prior to the increase.

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17. A unit not assisted with Program Funds, as stipulated in the Regulatory Agreement, will be charged market rate rent. Units assisted with Program Funds will be charged rent based on the area median income guideline, as stipulated in the Regulatory Agreement. The owner is required to verify the income eligibility of tenants in restricted units according to program guidelines (See Affordability and Compliance Reporting Requirements). If the tenant(s) fail to submit income information, the Owner will take the following action:

Give notice to tenant(s) of payment increase to the full rental rate of the unit.

Other: _____

18. Security deposit refunds will be handled according to the following policy:

Security deposit, less repair costs, will be refunded within ____ days of the tenant vacating the unit.

Other: _____

19. Delinquent payment of rents and eviction proceedings will be handled according to the following procedure:

Grace period for late rents? If yes, how many days? _____

If rent is not collected within the designated grace period, the following action(s) will be taken:

Issue a "Notice To Pay or Quit".

If not satisfied, proceed with the Unlawful Detainer Process.

Retain an attorney to handle legal proceedings.

Other: _____

20. Owner shall notify the tenant of the scheduled expiration date of rent restrictions associated with this unit and provide written evidence of such notice to the City. At a minimum, notices shall be given to the tenant at the following three periods: (a) prior to initial rental; (b) one year prior to the Covenant expiration date; and (c) 90 days prior to the Covenant expiration date.

21. If a unit must be vacated as a result of demolition, major rehabilitation, or for other reasons during the construction phase of your loan, payment of relocation fees to the tenant may be required. The following person will be responsible for giving the tenant the necessary notices and paying the relocation fees:

(Name and Title/Position, phone number)

22. Should willful destruction and/or other illegal activities occur in your units, the Owner will take the following action: (Check at least one):

Report the activity to appropriate authorities.

Initiate eviction proceedings if appropriate.

Other: _____

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Maintenance Management

23. The Owner will provide for maintenance and repairs in the following manner:

- All units will be inspected when tenants leave, as well as on an annual basis, using the attached review list. Repairs will be made as needed as well as prior to renting to a new occupant. A record of inspections and repairs will be maintained.

The following persons or companies will be responsible for the indicated maintenance services (must be completed):

_____ is the person/company responsible for performing routine maintenance and general repairs and for maintaining the City's Housing Quality Standards (*Attached*).

_____ is responsible for responding to routine emergencies.

_____ is responsible for major repairs of the building and equipment. At least annually the building exterior, common grounds and major systems (including plumbing, electrical, heating, roofing) will be inspected using the attached review list and repairs will be made as needed. A record of inspections and repairs will be retained. Adequate replacement reserves will be properly maintained.

_____ is responsible for garbage and trash collection.

24. Landscaping and grounds maintenance will be provided in the following manner:

Tree and shrub care _____

Lawn care _____

Lawn sprinklers _____

The person/company responsible for landscape maintenance is _____

Is a maintenance and grounds keeper provided? Yes _____ No _____

25. Methods of preventive security that will be used at the property:

- | | |
|--|---|
| <input type="checkbox"/> Fire alarms and extinguishers | <input type="checkbox"/> Security Doors |
| <input type="checkbox"/> Exterior lighting | <input type="checkbox"/> Electric gates |
| <input type="checkbox"/> Observation cameras | |
| <input type="checkbox"/> Other: _____ | |

26. _____ is the person responsible for maintaining property and liability insurance.

27. Owner shall permit the City to enter and inspect the Project and all Project units for compliance with local habitability, safety and health code regulations. LAHD may give written notice to the Owner to correct the deficiencies within thirty (30) days.

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Management Company Information

Check here if owner will manage property and no Management Company will be used. _____

If a Management Company will be used, complete the information below:

The following Management Company has been employed to carry out the duties described above:

Company Name: _____

Company Address: _____

Contact Person: _____ Position/Title: _____

Company Phone: _____ Company Fax: _____

Name of On-site Manager, if different: _____

Phone Number: _____ Fax Number: _____

Please attach the following information about the Management Company to this form:

- Current number of units managed
- Current number and type of units managed in Los Angeles
- Number of years experience in property management
- Three examples of properties of comparative size and location in Los Angeles
(Give Name and address of projects and name and phone number of contact persons)
- Copy of agent's real estate license
- Copy of Management Agreement between Owner and Management Company

OWNER'S STATEMENT OF MANAGEMENT PLAN ACCEPTANCE

I AGREE that the above-referenced property will be managed in the manner described above.

Owner (Signature)

Date of Signature

Owner (Print Name)

Owner (Phone No.)

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