

## Exhibit A-1 – Management/Maintenance Plan Outline and Checklist

If your role is an Owner or Management Agent and you own and/or manage a MHDC Multifamily Housing development or a LIHTC Multifamily Housing development, you must complete this form.

**All applicable procedures must be addressed in the Management/Maintenance Plan.**

| Property Information  |       |
|-----------------------|-------|
| Property Name:        | Date: |
| MHDC Property Number: |       |

| Procedure Outline                                                                                                                                                                                                                                                                                                    |                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| The Owner or Management Agent must define, in this plan, how they intend to operate the development successfully for initial lease up and/or on-going stabilization and applicable compliance requirements. The following list of Owner/Management procedures must be addressed in your Management/Maintenance Plan. |                                                 |
| 1. Responsibility of Owner/Management Agent                                                                                                                                                                                                                                                                          | 10. Social Service Requirements (if applicable) |
| 2. Staffing Positions and Responsibilities                                                                                                                                                                                                                                                                           | 11. Maintenance Procedures                      |
| 3. Resident Selection Guidelines                                                                                                                                                                                                                                                                                     | 12. Vacancy and Occupancy Procedures            |
| 4. Determining Eligibility Procedure Resources                                                                                                                                                                                                                                                                       | 13. Accessibility for Impairment                |
| 5. Leasing and Occupancy Policies                                                                                                                                                                                                                                                                                    | 14. Citizenship Procedures                      |
| 6. Resident – Management Relations                                                                                                                                                                                                                                                                                   | 15. Management or Common Use Units              |
| 7. Enforcement of Leases                                                                                                                                                                                                                                                                                             | 16. Office Hours                                |
| 8. Accounting and Record Keeping                                                                                                                                                                                                                                                                                     | 17. Infectious Disease Management Plan          |
| 9. Reporting Requirements                                                                                                                                                                                                                                                                                            | 18. VAWA Emergency Transfer (VET) Plan          |

| Procedures                                               |                                           |
|----------------------------------------------------------|-------------------------------------------|
| <b>1. Responsibility of Owner/Management Agent</b>       |                                           |
| A. Standard of Conduct                                   | L. Accounting                             |
| B. Goals                                                 | M. Rent Collections                       |
| C. Property Information (total units, unit size, office) | N. Vendor information                     |
| D. Company Operation Procedures                          | O. Insurance, Taxes, and Budgets          |
| E. Occupancy Reporting                                   | P. Disbursement and Balances for Accounts |
| F. Office Hours                                          | Q. Employee Information                   |
| G. Licenses and Permits                                  | R. Compliance Monitoring and Reporting    |
| H. Marketing                                             | S. Physical                               |
| I. Lease up or Stabilization Standards                   | T. File                                   |
| J. Grievance Policy                                      | U. Occupancy Stabilization                |
| K. Emergency Procedures                                  |                                           |
| <b>2. Staffing Positions and Responsibilities</b>        |                                           |
| A. Employee Policy                                       | G. Training and Certificates Required     |
| B. On-Site Management                                    | H. Training Opportunities                 |
| C. On-site Leasing                                       | I. Experience Required                    |
| D. On-site Security                                      | J. Duties and Responsibilities            |
| E. On-site Maintenance                                   | K. Hours - Full or Part-time              |
| F. On-site Grounds                                       |                                           |

**3. Resident Guidelines**

|                        |                                          |
|------------------------|------------------------------------------|
| A. Application Process | E. Resident Eligibility Requirements     |
| B. Occupancy Standards | F. Waiting List Procedure                |
| C. Screening Standards | G. Manager, Maintenance or Security Unit |
| D. Income Requirements |                                          |

**4. Determining Eligibility Procedure Resources**

Owners/Management must comply with all MHDC required program forms, reporting and training as outlined by the program manuals which are available on the MHDC website. Owner/Management should refer to the following resources:

- A. The State Agency's Compliance Monitoring Procedures and Reporting Forms
- B. The State Agency's Website: [www.mhdc.com](http://www.mhdc.com)
- C. HUD Handbook 4350.3
- D. IRS Section 42 Code
- E. Any other Program Rules and Regulations Available

**5. Leasing and Occupancy Policies**

Outline procedures to obtain lease up or stabilization of the property. All marketing and leasing activities should be done in compliance with the following:

- |                                                |                                   |
|------------------------------------------------|-----------------------------------|
| A. The Affirmative Fair Housing Marketing Plan | D. Fair Housing Laws              |
| B. Property Resident Selection Criteria        | E. Federal, State, and Local Laws |
| C. Equal Housing Opportunity                   | F. Equal Housing Opportunity      |

**6. Resident – Owner/Management Relations**

Resident and Owner/Management relationship begins at the acceptance of residency. The following are a few items that should be addressed in the Management Plan to promote good communication, health, safety and/or the right to peaceful enjoyment by all residents in the community.

- |                               |                                   |
|-------------------------------|-----------------------------------|
| A. Lease Signing Orientation  | F. Rules and Regulations Policy   |
| B. Terms and Conditions       | G. Grievance Policy               |
| C. Consequences of Violations | H. Inspection of Residence Policy |
| D. Occupancy                  | I. Noise and Neglect Policy       |
| E. Work Order Policy          | J. Resident Handbook              |

**7. Enforcement of Leases**

Outline the procedures for lease violations, terminations, and evictions.

**8. Accounting and Record Keeping**Security Deposit Procedures

Outline the process of collecting, reconciling and disbursement of Security Deposits.

Rent Collecting Procedures

Outline rent due date and what happens if rent is not received timely.

- |                       |                                       |
|-----------------------|---------------------------------------|
| A. Legal Notification | E. Eviction                           |
| B. Unlawful Holdovers | F. Abandonment                        |
| C. Damages            | G. Rent Increase Policy and Procedure |

Record Keeping Procedures

Outline all accounting, program reporting requirements and responses that are completed at all levels of management. Management should include the following procedures:

|                                                               |                                            |
|---------------------------------------------------------------|--------------------------------------------|
| A. Accounting Books and Records                               | E. Annual Owner Reporting                  |
| B. Budget Procedures                                          | F. Utility Allowance Verification          |
| C. Vender and Outside Contractors                             | G. Inspection Procedures and Responses     |
| D. Rent Increase Procedure                                    | H. Employee Records                        |
| E. Resident Files Organization and Procedures                 | I. Required Set Up and Updates to Forms    |
| F. Maintenance Inventory Lists and Requests                   | J. Other Supporting Documentation Required |
| G. Timely (Monthly, Quarterly, and Annual) Property Reporting |                                            |

**9. Reporting Requirements**

Outline the procedures Owners/Management has established to ensure monthly, quarterly and annual reporting requirements or responses to the owner, state, and other interested entities is met. All interested parties should be informed of any periodic inspections of the property and responses to any issues or findings pertaining to the inspection.

**10. Social Service Requirements (If Applicable)**

Owner/Management shall outline all social services that are available or required on the property.

**11. Maintenance Procedures**

Outline the procedures and policy established for following items:

|                                                     |                                   |
|-----------------------------------------------------|-----------------------------------|
| A. Duties and Responsibility of Maintenance Staff   | M. Emergency Procedures           |
| B. Preventative Maintenance Policy                  | N. Snow Removal Procedure         |
| C. Training and Certificate Requirements            | O. Dangerous Weather Procedure    |
| D. Training Opportunities                           | P. Appliance and Equipment Policy |
| E. Work Order Policy                                | Q. Operation Procedure            |
| F. Grounds, Common Areas and Curb Appeal Procedures | R. Inventory Policy               |
| G. Tools and Equipment Maintenance                  | 1. Purchasing                     |
| H. Make Ready Policy                                | 2. Stocking                       |
| I. Timely Inspections and Repairs                   | 3. Monitoring Checklist           |
| J. Housekeeping Issues                              | 4. Replacement Procedure          |
| K. Resident Communication Skills Policy             | S. Outside Contractor Procedure   |
| L. Reportable Findings Procedure                    |                                   |

**12. Vacancy and Occupancy Procedures**

Outline the procedures for preparing and maintaining vacant and occupied units.

**13. Accessibility for Impairment (disabled/handicap)**

Outline the procedures for leasing and occupying accessible impairment/disabled/handicap units.

**14. Citizenship**

Outline the procedures for requesting, tracking, and maintaining citizenship information.

**15. Management or Common Use Units**

Outline the procedures for requesting, tracking, maintaining, and occupying any management or common use units.

**16. Office Hours**

Indicate office hours.

**17. Infectious Disease Management Plan**

- A. Plan for addressing an outbreak of infectious disease at the development including but not limited to communication standards for informing stakeholders.
- B. Methods of preventing or reducing infection rates including how processes normally involving person-to person contact will be handled. Such processes include but are not limited to interactions in the leasing office, use of community space or common amenities, resident events, deliveries, service or maintenance calls, collection of rent, interaction with third party vendors and marketing or showing of development to prospective tenants.
- C. Processes and/or procedures addressing high risk tenants such as elderly, special needs or vulnerable populations.
- D. Cleaning and sanitization protocols for all units and common areas.
- E. Any Infectious Disease Management Plan related services that will be provided.
- F. The duration of the Infectious Disease Management Plan.

**18. VAWA Emergency Transfer (VET) Plan**

The model form contains only general provisions of an Emergency Transfer Plan that apply across HUD programs. Adoption of this model plan without further information will not be sufficient to meet an Owner/Management Agent's requirement to adopt an emergency transfer plan. The Owner/Management Agent must consult applicable regulations and program-specific HUD guidance when developing their own Emergency Transfer Plans, to ensure the plan contains all required elements. **Reference:** Form HUD-5381 and <https://www.hud.gov/vawa>.

The property Owner/Management Agent is responsible for administering the required compliance for all applicable programs, such as LIHTC, HOME, Rural Development, Section 8, etc. Properties layered with multiple sources of financing are subject to the most restrictive rules of all the funding programs they participate in. The Owner/Management Agent is responsible for maintaining comprehensive knowledge of current program requirements and updates.