

Sample**MANAGEMENT PLAN**

The following items are used to evaluate the overall method of management and maintenance. If a project owner contracts with a management entity, please state the name of the entity and supply the information requested based on their experience. If this section does not adequately cover the management plan, please submit additional materials (the application will be scored, in part, on the adequacy of the management plan).

The management plan as submitted with the application will be reviewed and approved by the IHFA Compliance Department.

[The rest of this page is intentionally left blank]

1. Type of Management Entity:	
Property Management Firm <input type="checkbox"/>	Self <input type="checkbox"/>
a. Name of Management Entity:	
Qualifications: (Note – minimum requirements are the completion of a Certified Occupancy Specialist Training)	
b. If a Management Firm:	
Monthly Management Cost:	\$
Or Monthly Management Percentage:	%
c. Other Properties Managed:	
Address	Dates Managed
2. Staffing:	
a. Days/Hours staff is available for general tenant questions:	
b. What days/hours is someone available for maintenance:	

c. Do tenants have someone to contact 24 hours a day for emergencies?		
Yes <input type="checkbox"/>		No <input type="checkbox"/>
3. Maintenance and Repair Plan:		
a. Qualifications of the repair/maintenance person:		
b. Average response time to emergencies:		
c. Average response time to normal maintenance and repair:		
d. Maintenance and Replacement Schedule:		
Interior Painting:		
Exterior Painting:		
Replacement of Appliances:		
Replacement of Equipment:		
Maintenance of Common Areas:		
Maintenance of Grounds (lawn, flowerbeds, shrubs, trees):		
e. What is the policy regarding tenants doing their own normal repairs		
Forbid <input type="checkbox"/>		Discourage <input type="checkbox"/>
Allow <input type="checkbox"/>	Encourage <input type="checkbox"/>	Expect <input type="checkbox"/>
f. Briefly describe your method of handling routine maintenance requests:		

g. Briefly describe your method of handling preventative maintenance:	
h. What repairs and maintenance do you normally contract out?	
4. Tenant Selection and Rent Collection	
a. Briefly describe your screening process for prospective tenants (i.e. application, references):	
b. Briefly describe your normal method of rent collection:	
c. Number of tenants currently delinquent in their rent:	
Current total amount in arrears:	\$
d. Briefly describe what you do when a tenant falls behind in rent:	

5. Cleaning and Moving Expenses
a. What cleaning do you expect tenants to do before moving (i.e. carpets, drapes, walls):
b. What cleaning do you expect to have to do before re-renting a unit:
c. What is your ratio of deposits refunded to those retained: