

**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 approved by the HOME Compliance Department.

1. Type of Management Entity:

Property Management Firm  Self

- a. Name of Management Entity: \_\_\_\_\_
  - Qualifications (Note- Minimum requirement is the completion of a Certified Occupancy Specialist training)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- c. If Management Firm:  
 Monthly Management Cost: \$ \_\_\_\_\_  
 or Monthly Management Percentage: \_\_\_\_\_ %

d. Other Properties Managed:

Address	Dates

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       No

If yes, note name, address and phone number:

\_\_\_\_\_

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: \_\_\_\_\_

(i.e. lawn, flowerbeds, shrubs, trees)

- e. What is the policy regarding tenants doing their own normal repairs:

- Forbid       Discourage
- Allow       Encourage       Expect

- 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 of rent 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:

\_\_\_\_\_