

Description of How Management Services are Arranged

TASK	MODE	COMMENTS
Applicant Intake, Screening, and Admissions	Mixed	A community-wide waiting list is maintained at the central office, which handles admissions processing. When a unit becomes vacant, the central office sends the property manager responsible for the vacant unit the files of five prospective tenants. The site manager chooses a resident from these applicants. The prospective resident must either accept the housing assignment or drop to the bottom of the waiting list.
Certifications and Recertifications	Mixed	Initial certifications are handled centrally; interim adjustments and annual recertification are handled at the sites
Lease Enforcement	Decentralized	The site managers are responsible for monitoring lease compliance and attending court actions for non-payment of rent.
Procurement	Mixed	Housing Managers handle all purchases below \$25,000; however, any purchase above \$1,000 requires the approval of the Director of Property Management. Purchase Orders are created at the property; invoices are also sent to the property. The Director of Property Management handles purchases from \$25,000 to \$100,000. The Finance Director handles purchases over \$100,000 (after receiving statement of work and cost estimate from Director of Property Management.).
Rent Collection	Decentralized	Residents of the scattered site properties mail their rent payments to the central office or place their payments in a drop box located at the central office. Residents of the properties with a property management office pay their rent at the property specific management office. All rents are processed by the respective site managers. If a resident is late paying his/her rent, the site manager addresses the issue with the resident.
Resident/Client Services	Decentralized	Site managers handle referrals and advocacy and plan occasional social functions at the properties.
Routine Maintenance	Decentralized	Handled onsite by maintenance staff assigned to each site, under the direction of the site manager.
Security	Decentralized	There is no security staff. Contracted security services are overseen by housing managers.
Services Contracts (routine painting, extermination, etc.)	Mixed	These contracts are procured centrally by the Director of Property Management, but are overseen by the housing manager.
Technical/Specialized Maintenance Services	Mixed	The agency maintains one HVAC maintenance specialist. All other maintenance services are handled onsite, either with agency staff or through contract. The centralized HVAC is done through fee for service.
Unit/Annual Inspections	Decentralized	Handled by on-site staff.
Vacancy Preparation	Decentralized	Handled by on-site maintenance staff, with contract support, where necessary.
Work Order Requests	Decentralized	Handled on-site by manager who assigns work to on-site maintenance staff.