



PROPERTY MANAGEMENT PLAN

**(This is due to HCIDLA's Occupancy Monitoring/Compliance Unit
90 days before initially advertising the property for rent)**

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Affordable housing projects that receive financing under federal, state and local programs are strictly regulated to ensure that low-income tenants are residing in the units at the affordable rents. Each project has one or more Regulatory Agreement(s) (an attachment to the project's loan documents) recorded against the property specifying that the owner must perform all management functions for the property. These responsibilities include, but are not limited to: tenant selection, certification of household income, preparation and enforcement of leases and rental agreements, affordable rent calculations, maintenance of a waiting list, marketing vacancies, rent collection, providing reasonable accommodations/modifications and ensuring accessibility for tenants with disabilities, facility and grounds maintenance.

The developer/owner of each project must submit a Property Management Plan using this template, which describes how the property will be managed to meet all of the responsibilities in the Regulatory Agreement(s). The Los Angeles Housing and Community Investment Department (HCIDLA), formerly the Los Angeles Housing Department (LAHD), Occupancy Monitoring/Compliance Unit monitors housing Regulatory Agreements or covenants. This monitoring will continue for the entire "term of affordability" as stated in the Regulatory Agreement or covenant, regardless of the loan term, loan repayment or transfer of property ownership.

The HCIDLA Occupancy Monitoring/Compliance Unit must review and approve the signed Final Property Management Plan (Plan) at least 90-days before the property is initially advertised for rent.

This template outlines the minimum requirements and information that must be included in the Plan, and documentation required to be submitted to HCIDLA and kept in the tenant and project files for the purpose of proving occupancy compliance. A completed, updated, and approved copy of your Property Management Plan must be kept at the property and property management office at all times. Contact the HCIDLA Occupancy Monitoring/Compliance Unit with questions at 213-808-8806.

After project is occupied:

1. It will be forwarded to City's contractor, which will provide the owner/agent/manager with the required compliance documents, submission deadlines, and annual updates to rent and income schedules that apply to the restricted units;
2. It will be forwarded for habitability code inspections to HCIDLA's Code Inspection Unit, which will ensure that the project is in a safe and habitable physical condition;
3. Owner/manager must continue to adhere to all policies listed in the attachment "504/ADA Requirements and Guidelines for Property Managers."



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I. Property Owner Contact Information - Use "N/A" if category does not apply or information does not exist. Do not use P.O. Boxes for addresses. (tab to move through the document)

Information below is accurate as of: (mm/dd/yyyy) / /			
Project Information			
Project Name:		Project Street Address:	
APN:	City:	ZIP:	Total Units:
Owner Information			
Owner Name:		Owner's Email:	
Mailing Address	City,	State,	ZIP:
Owner's Work Phone () -	Owner Mobile Phone: () -		
If the owner is a Legal Entity:	Legal Entity Name:		
Legal Entity's contact name:	Entity Contact Phone () -	Entity Contact Email:	
Property Management Company Information *			
Property Management Company:			
Company Contact Name:			
Contact Title:			
Work Phone:	() -		
Mobile Phone:	() -		
Email:	@		
On-site Manager Contact Name (first & last):			
On-site Manager Contact Phone:		() -	

*The City shall have the right to review and approve the management entity chosen by Owner for the Property and the right to require a change in the management agent at any time during the term of this Regulatory Agreement.

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III. Tenant Application (attach blank copies with this document)

The tenant application must:

- Specify selection criteria
- Include the Equal Housing Opportunity Logo
- Include the following statements:
 - *“This housing is offered without regard to race, color, national origin, sex, religion, ancestry, genetic information, source of income, age, marital status, familial status, sexual orientation or preference, gender identity, or disability, or any other basis prohibited by law.”*
 - *“A person with a disability may request a reasonable accommodation (a reasonable change in policies), a reasonable structural modification, an accessible unit or the provision of auxiliary aids and services, in order to have equal access to a housing program. If you or anyone in your household has a disability, and because of that disability requires a specific accommodation, modification or auxiliary aids or services to fully use our housing services, please contact our staff for a reasonable accommodation form.”*
- Ask applicants if they require an accessible unit and the type of unit needed (i.e., mobility, hearing, and/or visual)
- If the property has Housing Opportunities for Persons with AIDS (HOPWA) funding, it also must ask:
“Numerous sources funded this project. Some funds require units to be set aside for persons living with HIV/AIDS. These units are located randomly throughout a building in order to maintain confidentiality. If you qualify and are interested in being considered for one of these units (in addition to other units), please check here.”



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IV. Tenant Selection Requirements

The owner/manager must establish tenant selection policies and criteria so that tenants are selected in a fair and equitable manner. These policies must: 1) be based on objective criteria that prohibit bias; 2) describe methods and process for accepting applications and screening tenants; 3) be clear and easily understood by prospective tenants; and 4) comply with state and federal Fair Housing laws.

A. Objective selection criteria prohibits bias including discrimination or favoritism. Such criteria may include: household income, housing history, credit history, lack of criminal record, occupancy standards (i.e.: renting units with certain bedroom counts with corresponding household sizes). Describe the tenant selection and rejection policies below, including **Objective Selection Criteria** (*include accessible or HOPWA units, as applicable*).



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B. Notification Process that promptly informs an applicant in writing if their application has been rejected with an explanation of the grounds for rejection. **Explain how applicants will be notified.** (*Both acceptance **and** rejection*)



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C. Waiting list process describes how the owner/manager maintains this list and how tenants are selected from the list to fill vacant units. If selection is through a lottery system, describe how it will take place. You must describe the following:

-Accessible Units: The waiting list must note if a prospective tenant has requested an accessible unit and the type of unit requested (i.e. mobility, hearing or visual impairments). Owners/managers must take the following steps when an accessible unit becomes vacant, regardless of the status of the waiting list:

- 1) First, the unit must be offered to a current occupant of the property who might require or benefit from the accessibility feature(s) of the unit;
- 2) Second, the unit must be offered to an eligible, qualified applicant on the waiting list who requires the accessibility feature(s) of the unit; and
- 3) Last, the unit can be offered to a non-disabled person on the waitlist.

-HOPWA Units: HOPWA units must be occupied by income-qualified tenants who have submitted a diagnosis of HIV/AIDS. The waiting list must note if a prospective tenant has requested a HOPWA unit. Describe how priority is given to qualified tenants when one of these units becomes available. **Please note** that a prospective tenant with HIV/AIDS is eligible for any unit that becomes available.

Describe the Waitlist process/policy (*include accessible or HOPWA units, as applicable*):

(Attach additional pages if necessary)



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D. Vacancy Policy establishes a timeline and outreach strategy to quickly fill vacant units. Describe the timeline and outreach strategy to quickly fill all vacant units.



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V. Affirmative Marketing

For projects with five or more units, affirmative marketing strategies must be completed and submitted to the HCIDLA before tenants can be selected to occupy any restricted units.

REQUIRED Affirmative Marketing Actions: Indicate the actions taken to outreach/advertise to those least likely to apply, non-English speaking communities, and persons with disabilities. For each advertised action you list below, you must keep evidence of outreach efforts:

A. Provide a **legible** printed screen shot of your property listing(s) on these and any website on which you post as a part of the “Post Lease-Up Verification of Outreach” submission (next page).

Publication of affordable unit vacancies was posted on:

<http://housing.lacounty.gov/>

Click on “Add a rental property” to register your company and your property. Fill out accessibility information about units that comply with ADA 2010 and/or Section 504/UFAS.

Date first Posted: / /

and

<http://chirpla.org>

(213)-741-1951 or 877-7CHIRPLA [877-724-4775]

Date first Posted: / /

B. Advertising materials

Included Equal Housing Opportunity logo AND on all advertising.

Include the following statements on all advertising:

- “This housing is offered without regard to race, color, national origin, sex, religion, ancestry, genetic information, source of income, age, marital status, familial status, sexual orientation or preference, gender identity, or disability, or any other basis prohibited by law.”
- “A person with a disability may request a reasonable accommodation (a reasonable change in policies), a reasonable structural modification, an accessible unit or the provision of auxiliary aids and services, in order to have equal access to a housing program. If you or anyone in your household has a disability, and because of that disability requires a specific accommodation, modification or auxiliary aids or services to fully use our housing services, please contact our staff for a reasonable accommodation form.”

C. The populations least likely to apply are:

D. Identify specific outreach to:

- Those least likely to apply- fill out “Verification of Outreach Conducted” form on next page
- Persons with disabilities- fill out “Target Audience” on the “Verification of Outreach Conducted” form on next page. See attached Resource Guide.
- Non-English speakers- fill out in “Target Audience” on the “Verification of Outreach Conducted” form on next page.



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RESOURCE GUIDE FOR AGENCIES SERVING PERSONS WITH DISABILITIES (Revised 05/14/14)

ADDRESS	PHONE #	FAX #	TTD/TTY:	WEBSITE
Braille Institute of America				
741 N. Vermont Avenue Los Angeles, CA 90029	323-663-1111	323-663-0867		www.brailleinstitute.org
Epilepsy Foundation of Greater Los Angeles				
5777 W. Century Boulevard, Suite 820 Los Angeles, CA 90045	800-564-0445 310-670-2870	310-670-6124		www.end-epilepsy.org
Communities Actively Living Independent & Free				
634 S. Spring Street, 2 nd Floor Los Angeles, CA 90014	213-627-0477	213-627-0535	213-623-9502	www.califilc.webs.com
Greater Los Angeles Association of the Deaf				
2222 Laverna Avenue Los Angeles, CA 90041	323-478-8000	323-550-4205	323-550-4226 TTY 323-892-2225 videophone	www.gladinc.org
Westside Center for Independent Living				
12901 Venice Boulevard Los Angeles, CA 90066	888-851-WCIL (9245)	310-390-4906		www.wcil.org
Southern California Resource Services for Independent Living				
7830 Quill Drive, Suite D Downey, CA 90242	562-862-6531	562-923-5274	562-869-0931	www.scrcs-ilc.org
Independent Living Center of Southern California				
14407 Gilmore Street, #101 Van Nuys, CA 91401	818-785-6934 800-524-5272		818-785-7097	www.ilcsc.org
South Central Los Angeles Regional Center				
650 W. Adams Boulevard, Suite 400 Los Angeles, CA 90007	213-744-7000			www.sclarc.org



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ADDRESS	PHONE #	FAX #	TTD/TTY:	WEBSITE
Eastern Los Angeles Regional Center				
1000 S. Fremont Avenue Alhambra, CA 91802	626-299-4700	626-281-1163		www.elarc.org
North Los Angeles County Regional Center				
15400 Sherman Way, Suite 170 Van Nuys, CA 91406	818-778-1900	818-756-6410		www.nlacrc.org
Frank D. Lanterman Regional Center				
3303 Wilshire Boulevard, Suite 700 Los Angeles, CA 90010	213-383-1300	213-383-6526		www.lanterman.org
Junior Blind of America				
5300 Angeles Vista Boulevard Los Angeles, CA 90043	323-295-4555 800-352-2290	323-296-0424		www.juniorblind.org
Fiesta Educativa				
161 S. Avenue 24 Los Angeles, CA 90031	323-221-6696	323-221-6699		www.fiestaeducativa.org
Unification of Disabled Latin Americans				
3727 W. 6 th Street, Suite 511 Los Angeles, CA 90020	213-388-8352			www.udlaus.org
AIDS Project Los Angeles				
611 S. Kingsley Drive Los Angeles, CA 90005	213-201-1600			www.apla.org
Goodwill Southern California				
342 San Fernando Road Los Angeles, CA 90031	323-223-1211			www.goodwillsocal.org



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VI. Grievance Appeal Process for Fair Housing & the City’s Policy on Disability

Designation of Responsible Employee and Grievances and Notices of Rights

A Developer or property management company that employs fifteen or more persons must designate at least one person to coordinate the efforts to comply with the requirements of the City’s Policy on Disability and Fair Housing, and must adopt grievance or appeal procedures that incorporate appropriate due process standards and that provide for the prompt and equitable resolution of complaints. Developers must take steps to notify applicants and residents that their Developments do not discriminate on the basis of disability, of their rights in this Policy, and of their ability to file complaints. Notice of these rights must also supply the contact information for the designated employee. Developers must take affirmative steps to insure that each project has a qualified Disability Coordinator throughout the life of the City Loan and regulatory agreement.

Methods of initial and continuing notification may include the posting of notices, placement of notices in recipients' publications, and distribution of memoranda or other written communications. Developers shall ensure that members of the population eligible to be served who have visual or hearing impairments are provided with the information necessary to understand and participate in the program. Methods for ensuring participation include, but are not limited to, qualified sign language and oral interpreters, readers, or the use of taped and Braille materials.

Disability Coordinator Identification	
Name & Title of Disability Coordinator:	_____
Phone Number of Disability Coordinator:	_____
Email Address of Disability Coordinator:	_____
Owner’s Signature:	Date:
_____	_____



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VII. Acknowledgment and certification

This section must be included at the end of the Management Plan. **The Plan is due to Los Angeles Housing Department Housing Services 90 days before initial advertising of the property for rent.**

As the preparer of this Property Management Plan, I certify that:

- 1) The information and documentation submitted herein is true and complete to the best of my knowledge;
- 2) I will forward proof of Affirmative Marketing efforts (Section V) for this property with supporting documentation 30 days after the property is initially occupied;
- 3) I understand that a misrepresentation of the facts, as stated in this document, constitute a **default** of the loan agreement under which the units are restricted; and
- 4) I am aware that **Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department of the United States Government.**

Name of Owner / Legal Entity: _____

Name of Authorized Signatory Person*: _____

Title of Signatory Person: _____

Signature of Authorized Signatory: _____

Date: _____

*You may be required to submit evidence that you are an authorized signatory.