

REGIONAL AREA HOUSING AUTHORITY OF
SUTTER COUNTY AND NEVADA COUNTY

Management Plan

USDA 515/HUD PBV –BUTTE VIEW ESTATES



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1. Role and responsibility of owner.

a) Describe and fully justify any identity of interest as described in 7 CFR 3560.

The Regional Area Housing Authority of Sutter and Nevada Counties (Authority) owns and manages the property located in the development entitled Butte View Estates, 9400 Larkin Road, Live Oak, California.

b) Identify the supervisory relationships, and to whom the incumbent of the position responsible for the day-to-day operation of the project is accountable.

The Executive Director has overall responsibility for the project. The Housing Services Manger has primary responsibility and oversight for the implementation of the operations of the project. The On-Site Manager shall be primarily and initially responsible for maintenance and operation of the project in coordination with the Eligibility Specialist for lease up and site management activities. The Chief Operations Manager and maintenance staff are responsible for the maintenance of the project.

c) Describe the conditions when the management agent must consult the owner before taking any action.

Not applicable.

d) Identify the person or position in the owner's organization that is the key contact for the management agent.

The Executive Director of the Authority is the key contact.

e) Describe the type of decisions to be made by this contact person.

The Executive Director of the Housing Authority is involved in making all decisions related to project management. The Executive Director in conjunction with the Finance Officer, Chief Operations Manager and Housing Services Manager make decisions related to the day-to-day operations of the project.

f) Describe the fundamental responsibilities and duties of the owner and the managing agent. Identify any areas of overlap and describe how the overlap will be handled.

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The Regional Area Housing Authority of Sutter and Nevada Counties is committed to achieving excellence in providing safe, decent, housing that conforms to regulatory requirements.

g) Describe any pro rata divisions of singularly incurred operating expense that is common to the management agent and the owner (project) (i.e., fidelity coverage that may be divided between both).

Not applicable.

2. Personnel policy and staffing arrangements.

a) Describe hiring practices of management and their conformance with equal employment opportunity requirements.

The Regional Area Housing Authority of Sutter and Nevada Counties is a Government Agency meaning the employees are public employees. All hiring practices conform to Equal Employment Opportunity requirements.

b) Include a staffing plan for the project.

The staffing plan for the project includes an allocation of time based on bedroom size for the following positions:

Executive Director
Administrative Assistant
Finance Officer
Accounting Assistant I
Operations Manager
Maintenance Staff
Housing Services Manager
Eligibility Specialist/Site Manger
Eligibility Clerk
Resident Manager
Key keepers

c) Describe the lines of authority, responsibility, and accountability (internal controls) within the management entity.

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Staff report to their appropriate managers who report to the Executive Director who then reports to the Board of Commissioners.

d) Describe the standards and plans for training and familiarizing employees with their job related responsibilities and applicable Rural Development program requirements.

All eligibility personnel shall be instructed by knowledgeable personnel in their job responsibilities and in all USDA-RD, HUD Project Based Voucher procedures regarding tenant eligibility, proper size units, rejections, verifications, certifications, waiting lists, etc. Staff will maintain the required certifications and attended required trainings.

On-site training sessions of agency staff and resident managers shall be held annually, or more often as needed. Training sessions will include inspection of tenant files, project's physical condition and review of safety conditions and safety programs. In addition, staff members' knowledge of USDA-RD regulations will be examined at these sessions.

3. Plans and procedures for marketing units, achieving and maintaining full occupancy, and meeting HUD Form 935.2, "Affirmative Fair Housing Marketing Plan" (AFHMP) requirements.

a) Describe how affirmative marketing practices will be used. Describe the outreach and marketing efforts that will be used to reach those low-income and minority persons who are least likely to apply for such housing without special outreach efforts.

Affirmative marketing practices as set forth in AFHMP will be utilized to reach those low-income and minority persons least likely to apply for occupancy. Outreach letters and newspaper ads are currently in affect.

b) Describe the methods that will be used to achieve and maintain the highest possible level of occupancy. When applicable, indicate any additional compensation or incentives that may be allowed management agents for early initial rent-up. (If this area is not covered in the management plan, it will not be allowed at a later date.)

All units are advertised in accordance with AFHMP, which includes: advertising in newspapers at least one month annually. Outreach letters sent out annually and in addition, advertising via flyers, phone book and other local media, if needed.

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c) Describe how the units will be advertised. Indicate minimum levels planned regardless of occupancy levels.

Contact shall be made at least annually with those agencies identified in the AFHMP. Fliers advertising the project will be distributed to local groups and posted on community bulletin boards.

d) Describe the appropriate communication system, auxiliary aids, or other assistance that will be used to ensure effective communication with applicants, tenants or members, and members of the public that have sight or hearing impairments.

Translators and Deaf and Disabled telecommunications centers are used for communication for persons with sight and hearing impairments.

e) Describe the kinds of reasonable accommodation the project can readily provide such as changing water faucets, kitchen equipment, doorknobs, assigning handicap parking spaces, etc.

Reasonable changes to the unit to satisfy disabled will be at the project expense. Examples: grab bars, faucets, ramps and doorknobs, etc.

f) Describe the process management will follow in reviewing and determining whether structural modification of an apartment unit is practical and feasible to reasonably accommodate a tenant or household member who has a disability.

Management will review the plans for handicap access for structural modification, if possible. Proposals will be collected and reviewed and modifications paid by tenants on a case-by-case basis.

g) Provide a sample waiting list.

There shall be maintained, at the main office (1455 Butte House Road, Yuba City, CA 95993) and a copy at the project office a waiting list in which all applicants shall be placed in chronological (date and time) order. This waiting list contains the same information as the USDA-RD sample waiting list.

h) Attach copies of sample forms that will be used to record unit condition, and indicate who will receive copies of the inspection forms.

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Prior to move-in an inspection of the unit is conducted by the Housing Inspector and the tenant. During this inspection the Housing Inspector and tenant shall together inspect the unit. During this inspection, the Inspector shall prepare a written "Move-In Inspection Report". Inspector and prospective tenant shall agree on any repairs needed and both shall sign the inspection report. If repairs are needed a work order is generated and repairs are made immediately. One copy of this inspection report shall be maintained in the tenant's file and one copy attached to tenant's copy of the rental agreement.

i) Describe any orientation services to be provided tenants or members to acquaint them with the project and care of the units. Indicate what printed project information will be given to applicants.

The on-site manager shall provide each tenant with orientation services prior to occupancy of the units. Such orientation will include locations, use and care of the facilities of the project as a whole, as well as the individual unit. The tenant shall also be provided a detailed listing of the use and care of the unit appliances and facilities. In addition, owner will review with each tenant the Lease, House Rules and service requests. Whenever possible this will be done in the tenants' primary language.

j) Identify the person or staff position responsible for determining tenant or member eligibility and their location on the waiting list.

The Eligibility Specialist shall initially be responsible for determining qualified tenants and their location on the waiting list. The Eligibility Specialist in coordination with the on-site manager shall conduct the regular annual reviews; accept tenant applications and the basis for acceptance. The Housing Services Supervisor shall inform the applicants of denied tenancy and the basis for such denial. Denial of tenancy of any perspective tenant will be handled in accordance with USDA-RD procedures.

k) In projects receiving tax credits, explain if special waiting lists will be required when eligible tenants with incomes higher than tax credit limits will be considered for occupancy and how this waiting list will be maintained.

Not applicable.

4. Procedures for determining eligibility and for certifying and recertifying incomes.

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a) Describe how applications and other records relevant to this function will be kept. If application fees are used, describe them.

Applications and records related to the application shall be kept in a file in chronological order by date and time of applications. The fees paid by the project are limited to the cost of actual services incurred for obtaining necessary information associated with completing the tenant certification. These include credit reports, criminal reports and the application process, they are listed as part of the annual operating budget.

b) Describe the level of knowledge, skill, and ability that management official(s) will be expected to possess BEFORE assuming rental related duties such as application processing, eligibility determination, selection, unit assignment, certification, recertification, rent or occupancy charge collection, and record keeping. This discussion should mention training and testing to be provided or obtained to achieve and maintain the level expected.

The owner is responsible and knowledgeable regarding certification and recertification requirements and assumes management duties which include understanding the following basic responsibilities of USDA-RD guidelines and procedures of:

1. Application Processing/Wait List
2. Eligibility determination
3. Unit assignment/move-ins
4. Initial and Re-certification process
5. Leases
6. House rules
7. Collecting rents
8. All corresponding paperwork

The Eligibility Specialist shall be tested for her/his comprehension of USDA-RD requirements. This testing will be conducted on a regular basis. All managers shall be certified within one year as required by USDA-RD. Project staff will attend Rural Development trainings, meetings and management updates. Additionally, when appropriate and pertinent trainings are available staff shall be encouraged to attend.

5. Leasing and occupancy policies.

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a) Describe the occupancy standards for the project.

Occupancy standards are as follows:

1 bedroom 1-2 people
2 bedroom 2-4 people

b) Describe the project admissions and leasing/occupancy policies and procedures, and criteria for selecting tenants/members for occupancy.

Project admissions and leasing/occupancy policies and procedures:

Eligibility

Eligible households consist of applicants who are 62 years of age or older or handicap/disabled regardless of age.

All persons applying for units will be provided a written listing of all documentation required and information on how applications are processed. Applications will be placed on the waiting list even if the application is incomplete, but the application will be considered COMPLETE when all information requested of the prospective tenant has been received. If additional information is required the on-site manager/eligibility specialist will notify the applicant in writing within 10 days of receipt of the application. The applicant will be instructed on specific information needed in order to complete the eligibility review.

If an eligible applicant is not assigned a unit initially, the applicant shall be placed on a waiting list in the chronological (date and time) order in which the applications were received.

Units will be rented on a year lease then month to month.

The on-site manager shall be trained and knowledgeable of all provisions of the RD Lease, House Rules and provisions of management.

Priority of Housing

Units are to be rented using the following priorities

1. First priority is given to any tenant that needs to move to a larger or smaller unit size

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due to occupancy standards or reasonable accommodations. This includes priority for current tenants in need of an accessible unit when one becomes available.

2. Applicants in need of the features of an accessible unit on the waiting list receive priority for an accessible unit available over others on the waiting list as long as there is no current tenant in need of the accessible unit.
3. Applicants with a Letter of Priority Entitlement (LOPE) and those displaced from a federally declared disaster area have priority over others on the waiting list.
4. Finally, all very low-income households have priority over low-income households

c) Describe the level of knowledge, skill, and ability that management official(s) will be expected to understand and apply regarding project lease provisions and prohibitions, occupancy standards, and admissions policies.

The Executive Director will have knowledge and understanding of the regulations and requirements for managing a multi-family project. The Finance Officer will have knowledge and experience in preparing budgets for Rural Development. The Housing Services Manger and Eligibility Specialist will have primary day-to-day responsibility for understanding and enforcing project lease provisions and prohibitions, occupancy standards and admissions policies.

d) Describe special procedures that will be used where the marketing area includes non-English speaking or reading persons to assure that such persons will understand leases or occupancy agreements and established rules.

The Regional Area Housing Authority of Sutter and Nevada Counties employs a diverse group of staff members who are bi-lingual English/Spanish, English/Punjabi, English/Hmong. When possible all efforts will be made to ensure that applicants, tenants and members of the public are able to communicate in their primary language. If RHASNC is unable to locate a translator for a specific language, i.e., Braille, Sign language, we will contract with the appropriate local resource center to address the issue. For the hearing impaired we have a TTDY line. For applicants and tenants that are unable to read, we provide a verbal translation of all documents. Additionally, RHASNC has documents available in the three most prominent languages in our area, English, Spanish and Punjabi.

6. Rent and occupancy charge collection policies and procedures.

a) Describe the project rent/occupancy charge collection policy and procedure, covering such matters as where the collection point is, which staff position handles the collection, provisions for collection after normal office hours, recording, and safeguarding of collections.

The front office personnel, primarily the Eligibility Clerk, collect rents. At times the Eligibility

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Specialist may assist. Rents are due on the first day of each month; if not paid within a ten-day period, a late payment penalty may be assessed in the amount of \$10.00, as provided in the Lease for the project. Collection policies shall be fair as well as firm.

Rents are to be paid either at the on-site office or mailed to the Authority office. The money order or check will suffice as a receipt, RHASNC will not issue receipts for rent received.

Rent payments are due on the 1st and late after the 10th of each month. All money collected is to be deposited into the general operating account separate from all other required accounts. All rents, security deposits and miscellaneous payments are kept in a secure place until deposited.

b) Describe the project security deposit/ membership fee policy and procedure covering matters similar to the preceding item. Include discussion on handling of any interest earned on such deposits.

Tenant shall make a deposit in the amount of one month's basic rent (maximum rent which includes the tenant's portion and the subsidy) for the bedroom size. Said deposit is received by staff; deposited into the Security Deposit Account and recorded in the individual tenant's record as well as the general ledger tenant security deposit account. Interest earned on security deposits shall accrue to project income.

7. Procedures for requesting and implementing a rent or occupancy charge change.

a) Describe the process to be followed for preparation and request of a change of rents/occupancy charges and/or utility allowances, and to notify tenants of such change, to meet Rural Development requirements.

Rent change requests shall be governed by USDA-RD Instruction Exhibit C.

RHASNC will document the changes to rents and utility allowances are necessary to cover housing or utility allowed under the approved budget for the housing. A fully documented request will be submitted to USDA-RD for any rent or utility allowance change. Written approval from RD will be sought prior to implementing any changes.

Rent increase/utility changes will be submitted in conjunction with the annual budget submission as required). The effective date of any approved changes will coincide with the start of the housing projects fiscal year. Tenants will be notified individually and comments

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solicited to the proposed rent increase. Tenants will be given 30 calendar days to provide their comments to the agency. If any comments are received they will immediately be forwarded to RD. A copy of the proposed rent change will be posted at, Hans Miller Building and at RHASNC's main office located at 1455 Butte House Road. Upon approval of the rent or utility change on which comments were solicited for 30 days, RHASNC will deliver a notice announcing the rent or utility change to the tenants' effective 30-calendar days from the date of the notification.

Information Required to Document Rent or Utility Allowance Change Request:

1. A narrative cover letter will be included explaining why the rent change is necessary. The new operating budget for the fiscal year will show:
 - Currently approved budget at old rents;
 - Proposed budget at proposed new basic rents; and
2. **Actual utility costs-**
Utility Allowance Analysis: If utility costs have changed significantly (over 15%)
 - Documentation of the extent of the utility rate changes may include billing information or documentation from utility companies: and
 - A significant sampling of tenant utility usage from the utility company. If tenant utility information is unavailable from the utility company or only provided at cost, utility billings received by tenants will be included

If utility costs have changed moderately (15% percent or less):

- Information regarding rate changes: and
- A sampling of individual tenant utility usage will be included.

If there are no changes in utility rates:

- Documentation in the annual budget indicating that no change in rates has occurred during the period being reviewed: or
- A public release from the utility provider indicating no change in rates has occurred during the period reviewed.

If there has been no documentation provided on utility usage during the most recent period:

- Documents as if utility costs have changed significantly: or
- Letter from utility company saying there has been no increase in rates will be included.

3. Application for RA if needed

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4. All rent changes become effective the beginning of the fiscal year along with the budgets.
5. Other information the borrower believes is necessary to justify the proposed change.

b) Identify which staff position or person will process change requests.

The request for rent change will be prepared by the Finance Officer, approved by the Executive Director for discussion and review with the Board of Commissioners and submitted to USDA-RD by the owner.

c) Describe when such change requests will normally be made in terms of economic need and timing within a fiscal year of operation.

The Finance Officer will prepare all rent changes are to coincide with the beginning of the fiscal year. At least 90 days prior to the anticipated effective date of the change, the agent will:

1. Mail or hand delivers copies of "Notice of Proposed Rent Change" to all affected tenants and the Rural Development Manager.
2. Post copies of such notice in the common areas of the project.
3. Upon receiving notice of rent change approval, and at least 30 days prior to the effective date, each tenant shall be notified in writing, and by posting notice of the rent change in the common area, of any adverse and/or positive effect the change shall have on him/her.
4. Offer the tenants an opportunity to meet with the owner to discuss the rent change and review relevant material. The offer to meet with the owner is made available for 30 days from the issuance of the 90-day letter.

8. Plans and procedures for carrying out an effective maintenance, repair and replacement program.

a) Describe the project objective and general plan for preventive maintenance.

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The object of project maintenance is to keep up the land, buildings and equipment in all aspects. Proper maintenance will help keep a good image for the project, minimize vacancies and preserve the project. The owner shall schedule the inspection and preventive maintenance of major items based on manufacturer's manuals and specifications for installed equipment will receive periodical servicing.

b) Describe where the project's as-built plans and specifications will be located and identify the staff position responsible for updating it as modifications occur.

The as-built plans and specifications for the project will be kept with the Planning and Community Development and Maintenance Manager for ready access when needed. It shall be the responsibility of the Executive Director to ensure that any project modifications are recorded on the plans.

c) Describe the general maintenance procedures and schedules or cycles to: (this list could be attached as an addendum).

The exterior of each building shall be inspected quarterly. Interior inspection of each unit shall be completed upon move-in and move-out and no less than annually. An annual review of the project shall be performed by the Operations Manager. Itemization of all repairs necessary, minor as well as major will be made. Any work required shall be promptly accomplished. Attached is the general maintenance schedule. The Operations Manger will be responsible for developing life cycle schedule is being developed for major work/replacement, exterior painting, repaving, appliance replacement, carpets, and cabinetry for the project.

(1) Check and service appliances and mechanical equipment.

The inspector/on-site manager shall check the unit and operating condition of all mechanical equipment during all inspections and when a tenant is vacating an apartment. Any necessary servicing shall be performed prior to re-entering.

(2) Perform safety checks of smoke/fire alarms, fire extinguishers, outside lighting, and ice removal, etc.

Tenants will be informed during orientation as to the location and operation of fire extinguishers and care of smoke alarms for proper safety. Site lighting will be controlled by timers, which shall be regulated by owner so as to provide adequate lighting. At a minimum smoke alarms are checked annually, usual practice is to check them every time there is a reason to enter the unit.

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(3) Inspect and perform maintenance and redecoration incident to tenant/member move-out and move-in.

The owner and incoming tenant shall together review and note in writing the condition of the apartment at the time of renting. The move-in inspection report shall be used for this purpose and a copy provided to the tenant. The owner may also complete a quarterly inspection on new move-ins until assured that the unit is being properly maintained.

(4) Perform major interior and exterior painting and redecorating.

Each unit shall be repainted between five and seven years. In addition, interior painting shall be done when a unit is vacated, if necessary. All major repair work will be awarded on the basis of competitive bids; such bids to be obtained and reviewed by the owner.

(5) Perform major repairs and grounds maintenance.

The grounds upkeep and maintenance shall be performed by the owner and/or contracted lawn service company. All major repair work will be awarded on the basis of competitive bids; such bids to be obtained and reviewed by the owner.

(6) Remove garbage and trash.

Garbage and trash shall be removed by the commercial garbage service of the community.

(7) Perform common areas clean up (parking lot, entryways, hallways, community room, etc.)

The on-site manager/owner shall clean all common areas of the project on a daily basis.

d) Describe the project policy and procedure for tenants/members to prepare and submit maintenance requests.

Residents shall contact the office using a well-published telephone number. Upon completion of the work the tenant signature indicates that the work was completed and satisfactory. Tenants are not required to complete a written work order form. All information is processed in the owners database,

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e) Describe the general timing for handling purchase orders and payments.

Payments are made within 30-days from receipt of invoice.

f) Describe the project policy for budgeting for and/or requesting use of reserve funds for funding major maintenance or replacement items.

For major maintenance or replacement items, owner will attempt to budget from the general operating fund, but if necessary will request a draw down from the Reserve Account to cover costs.

g) In migrant or seasonally occupied labor housing (LH), describe the above items in terms of season opening and closing dates.

Not applicable.

9. Plans and procedures for providing supplemental services.

a) Describe the types of supplemental services such as laundry and vending machines that will be provided to benefit occupants.

Community laundry facilities are provided for tenants.
Tenants are notified of increase in costs by contracted vendor.

b) Explain whether this equipment will be owned and operated by the owner or a consignee (vendor).

Laundry service owns and is responsible for any costs to maintain equipment.

c) Describe the safekeeping and recording practices (internal control) of any cash collections from use of the equipment.

Laundry service is responsible for their cash collections, on-site manager, owner do not have access to laundry moneys.

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d) Describe who will be responsible for maintaining the equipment and stocking any vending machines.

Not applicable.

e) When a consignee will operate the equipment, describe the general terms of the consignment contract.

Standard contract for laundry services. Provider responsible for maintenance and servicing of all equipment, notifying tenants of proposed decrease or increase in costs, posting notices, replacing equipment etc.

10. Plans for accounting, record keeping, and meeting Rural Development reporting requirements.

a) Briefly describe the type of project accounting methods (i.e., cash or accrual) and records that will be used, how will they be maintained and which staff position will prepare and maintain them.

The Accounting Assistant, with direct oversight from the Finance Officer, maintains records of money received and recorded to the project's general operating account database. All invoices are also entered to the project's general operating account database and disbursements are made from that database. The Finance Officer is responsible for maintaining all financial records on a modified accrual basis and establishing general ledger accounts as needed. The Finance Officer shall make available all data needed for the preparation of monthly and annual reports and shall provide financial information which USDA-RD, HUD or auditor shall require.

b) Describe how interest earned on project reserve funds will be prorated and accounted "separately" if such funds are deposited jointly with funds of another project owned by the same borrower.

Both security deposit and reserve funds have their own interest bearing account.

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c) Describe whether the project bookkeeping chart of accounts and bank accounts is compatible with *Form RD 3560-7, "Multiple Family Housing Project Budget,"* requirements, and if not, what adjustments will be made when reporting actuals on the form.

The owner chart of accounts is in line with Form USDA-RD 1930-7 "Multiple Family Housing Project Budget".

d) Identify which staff member or position will be responsible for the preparation and submission of the quarterly and annual reports required by Rural Development.

The Financer Officer will prepare and submit all required quarterly and annual reports.

e) Provide assurance or explanation that the person or firm who will perform and prepare the annual audit, or verification of review, is not associated with the project, other than to perform the audit or review.

The person responsible for preparing the annual audits is in no way associated with the project, which is stated in the audits.

f) Discuss the proposed tenant or member record maintenance system including retention of records and identify which person/position will handle and maintain the records.

The Eligibility Specialist/on-site manager will retain an individual file for each tenant containing the application form, income verifications, copy of certifications, tenancy rental agreement, inspection records, correspondence and any other information regarding contact with tenant. Information as to income verifications and certifications, applicant rejections, withdrawals, vacates etc shall be retained for three years or until an RD compliance review has been conducted.

The Eligibility Specialist/on-site manager shall be maintain a waiting list in which all completed applications will be placed in chronological (date and time) order. In addition to date and time received, this list shall show applicant's name, address, telephone number, household size, income eligibility level (very low, low, moderate, ineligible, priority, etc), notations and disposition of application.

g) Identify where records subject to Rural Development review will be kept and which person/position Rural Development will contact to review the records.

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Records are kept on-site at the owner's location for current and three prior program years, additional records are kept off-site at a secure facility. The Housing Services Manager, or his/her designee is the contact to review the records for tenants, the Finance Officer, or his/her designee is the contact to review all financial documents, reports and budgets.

11. Energy conservation measures and practices.

a) Describe the plan to inform and encourage tenants/members in use of energy conservation practices they can use in their unit to save utility expense (and thus minimize utility allowances and conserve rental assistance).

Tenants will be informed and directed how to control energy usage (heat, light and water) within their individual units. Tenants will be advised of the appropriate temperature to be maintained in order to reduce energy consumption.

b) Describe the plan to utilize energy conservation practices in the common areas of the project (to conserve operating expense and help minimize rent/occupancy charge levels).

Owner will have direct control over lighting of exterior and watering of grounds. Automatic time controls will be adjusted regularly by the owner.

c) Describe the project objective in implementing energy conservation measures.

Conservation materials will be obtained by the owner from local utility companies and provided to tenants when unit is rented.

Energy conservation measures and the cost of such measures shall be presented to the owner for review. Such measures shall be put into effect by the owner to the extent the funds are available and there is not an adverse financial effect on the project. If necessary, request for use of Reserve funds for this purpose shall be made to USDA-RD.

12. Plans for tenant participation in rural rental housing (RRH) project operations and tenant's relationship with management.

a) Describe any plans for a tenant organization and how management and staff will work with the organization.

If tenants indicate they would like to form an organization, owner shall try to assist in notifications, meeting locations and attend all meeting.

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b) Describe where the Tenant Grievance and Appeals Procedure will be posted in the project and otherwise made available to tenants. Identify which person or staff position will be responsible for responses to and consideration of a tenant/member grievance.

RHASNC staff are knowledgeable of USDA-RD Tenant Grievance and Appeals procedures. The Eligibility Specialist/on-site manager shall be responsible for posting the procedures in the office and common bulletin board. A copy of the Tenant Grievance and Appeals Procedure will be given to the tenant at time of lease up and at annual recertification. The Housing Services Manager will be responsible for responses to and consideration of a tenant/member grievance.

13. Plans for member participation in rural cooperative housing (RCH) project operations.

a) Describe who will explain to the members the types of committees the cooperative will be using.

Not applicable.

b) Describe what the cooperative will do to attract member participation on committees.

Not applicable.

c) Describe how the board members will participate with the committee.

Not applicable.

d) Describe where the cooperative will post, and otherwise make available to members, the Tenant Grievance and Appeals Procedure. Identify which person or staff position will be responsible for response to and consideration of a member grievance.

Not applicable.

14. Plan for carrying out management training programs.

a) Describe the standards of training and proficiency that management or board members will be expected to attain and maintain to perform their duties and responsibilities in carrying out project objectives.

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Owner will attend approved USDA-RD certification courses, HUD certification course and any other seminars that will benefit the operation of the project.

b) Describe the plan to conduct internal training and to otherwise use external training sources to maintain levels of attained proficiency.

Staff will attend RD trainings as provided; management will attend managements meetings and seminars. Upon availability staff will subscribe to publications and media that provide assistance in maintaining levels of proficiency. Additionally, staff have a close working relationship with the local RD staff that supports the exchange of new regulations, rules and requirements.

c) For RCH, describe the actions the board will take if a board member(s) does not participate in training.

Not applicable.

d) For RCH, describe the role the board will assume in making sure the RCH membership, as a whole understands its role and functions in the cooperative.

Not applicable.

15. Termination of leases or occupancy agreements and eviction.

a) Identify which person or staff position is responsible for knowing and administering State and local laws and Rural Development's requirements regarding termination of leases or occupancy agreements and evictions.

The Eligibility Specialist/Lead is responsible for knowing and administering State and local laws and USDA-RD requirements regarding termination of leases or occupancy agreements and evictions.

b) Identify which person or staff position is responsible for knowing and administering State and local laws and Rural Development's requirements regarding the notification that must be given to a tenant or member when termination of lease or occupancy agreement is proposed and subsequent eviction procedures through the State or local judicial process.

The Eligibility Specialist/on-site manager is responsible for notification that must be given to a tenant or member when termination of lease or occupancy agreement is proposed and subsequent eviction procedures through the State or local judicial process.

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16. Insurance.

a) Identify which person or staff position is responsible for knowing and complying with Rural Development requirements for fidelity coverage and acquiring such coverage.

The Finance Officer is responsible for knowing and complying with Rural Development requirements for fidelity coverage and acquiring such coverage.

b) Identify which person or staff position is responsible for knowing and complying with Rural Development's insurance coverage requirements and acquiring such coverage.

The Finance Officer is responsible for knowing and complying with Rural Development insurance coverage requirements and acquiring such coverage.

17. Management agreement. Attach a copy of the management agreement, when applicable. (If an initial loan, attach a copy of the proposed management agreement, when applicable.)

Not applicable.

18. RCH board of director/adviser relationship. Discuss the relationship of the adviser and its effect on decisions made by the board.

Not applicable.

19. Management compensation.

RHASNC has elected to use an indirect cost allocation plan for administrative expenses, rather than the specified RD approved management fee per occupied unit .

20. On-site management.

a) Describe who (owner, site manager, caretaker, board) will perform on-site management duties and responsibilities.

The on-site manager and/or key keeper will live on-site.

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b) Describe the duties and responsibilities of the on-site manager:

Duties and responsibilities of the on-site management staff include but are not limited to:

1. Ensure the safety and well being of tenants
2. Assist local law enforcement and security by providing information and working together to eliminate any potential criminal acts or violations of the lease.
3. To respond to calls from tenants.
4. Attend tenant meetings.
5. To be an advocate for the tenants
6. To ensure the development is free of debris/litter.
7. To walk the empty units.
8. Distribute fliers, communicate with tenants.
9. To enhance the developments appeal to potential applicants and current residents.
10. Complete/assist with showing units, maintaining wait list, accepting applications, annual recertification's, new lease ups, etc.
11. Other duties as assigned.

c) Identify whether the site manager will live in the project in a rent-free unit, pay rent, or live off-site.

The On-Site Manager may live on-site in a rent free unit and Key keepers will live on-site in a pay rent unit.

d) Describe established office hours and indicate where they will be posted.

Office hours for the main office located at 1455 Butte House Road, Yuba City, Ca 95993 are Monday through Friday 8 to 4pm, closed for lunch 12 to 1. Hours are posted on the office door.

On-Site Manager hours will be posted at the site, 9400 Larkin Road, Live Oak, Ca, 95953.

Management Plan

Signature Page:

Linda Nichols
Executive Director

Date

Management Plan



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