

- IX. An upkeep and maintenance plan with supporting legal documents.

Enclosed please find an operation and maintenance plan in regards to stormwater systems.

The Applicant will hire a third party property management company (“Agent”) to manager the Property. **At that time we envision legal documents outlining the contract between the Applicant and Agent.**

The Agent will be responsible for hiring a property manager (“Property Manager”) and a superintendent (“Superintendent”). At this time we envision the following:

- I. Property Manager. The Property Manager will manage the day to day operations at the property. The Property Manager will work 40 hours per week at the property and will be fully trained in all areas of property management: housing program rules and regulations, marketing, accounting, budgeting, reporting and maintenance (including preventive maintenance). The Property Manager will also supervise the maintenance superintendent.
- II. Maintenance. A Superintendent will monitor the maintenance operation. The Superintendent will work 40 hours per week at the Property.

The Property Manager and Superintendent will test and inspect the property's mechanical equipment and appliances. Improperly installed or inoperative equipment and appliances will be brought to the attention of the Owner.

The Property Manager will make an inventory of mechanical equipment, appliances, spare parts and cleaning materials along with a schedule of preventive maintenance in accordance with company procedures. Normal use and care of appliances by the residents will be spelled out during resident orientation and in the Resident Handbook.

The Property Manager will schedule daily and periodic building and grounds maintenance tasks which will be performed by the Superintendent: grounds will be policed for litter; entrance areas, sidewalk, and parking areas cleaned as required; trees and shrubs fed and pruned as required; snow and ice removed from sidewalks.

We envision the Property Manager will inspect the public areas of the building on a monthly basis. On an annual basis, a third-party contractor will be hired to inspect all fire and safety equipment.

**The Applicant envisions the following job descriptions for the Property Manager and Superintendent.**

## **Job Description**

### **PROPERTY MANAGER**

#### **Statement of the Job:**

The Property Manager is responsible for planning, controlling, and directing the day to day operation of the property, and for maintaining effective and harmonious resident relations. The purposes of this position are to meet the financial objectives of the ownership and management, to protect the value and integrity of the real estate, and to be responsive to all applicable government agency standards and requirements.

#### **Reporting Relationships:**

The Property Manager reports to an Agent's senior representative.

#### **Responsibilities:**

##### **Financial**

- 1) Responsible for preparing and presenting the property's annual budget for approval to senior management.
- 2) Responsible for the implementation of and adherence to the approved budget.
- 3) Posts all expenses to the operating budget during the course of each month to ensure that he/she is continuously current with regard to actual vs. budgeted expenses.
- 4) Responsible for managing interim cash flow in order to take account of monthly fluctuations, and for notifying senior property management of any potential cash flow problems.
- 5) Responsible for the accurate and timely establishment of rent amounts as approved by senior management, the timely collection and deposit of all rental and other payments due from residents, and the taking of corrective and/or legal action as required to obtain collection.
- 6) Performs continual review of incoming rent schedules, scheduled rent increases, and renewals.
- 7) Performs continual review of the property's recertification process, including the completeness, accuracy, and timeliness of all recertifications.
- 8) Assists in the negotiation of contracts with outside vendors in accordance with company policy.
- 9) Responsible for notifying senior property management of the timing of property tax reassessments, the dates the tax bills will be issued, and the accuracy of tax bill amounts.
- 10) Responsible for the preparation and submission of the monthly budget variance report.
- 11) Responsible for the timely and accurate completion and submission of the Monthly Manager's Report.
- 12) Responsible for all other required financial reporting as prescribed by company policy.

- 13) Responsible for the routine recommendation to senior property management of alternative solutions to financial issues and problems.

#### **Administration**

- 1) Maintains accurate, neat and orderly written records for the management office, marketing, and maintenance, as directed by company policy and procedures, and in accordance with all governing agency requirements.
- 2) Responsible for maintaining and implementing all company policies, plans, and procedures.

#### **Maintenance**

- 1) Responsible for ensuring that buildings and grounds, apartments, public areas, roads, parking areas, and recreational facilities are all maintained according to company policy.
- 2) Responsible for taking all appropriate and reasonable measures to maintain the buildings and grounds in as safe and secure a manner as possible.
- 3) Responsible for the implementation and reporting of all maintenance policies, plans, and procedures, including, but not limited to, work order systems, purchase order systems, preventive maintenance system, inventory control, and turnover process.
- 4) Works with the Agent as necessary to resolve maintenance issues.
- 5) Responsible for the maintenance and operation of all life safety systems.
- 6) Conducts routine meetings with the maintenance staff.

#### **Marketing**

- 1) Responsible for maintaining budgeted occupancy goals.
- 2) Responsible for the effective coordination of rental advertising and print material.
- 3) Responsible for the accurate and timely submission of marketing reports, and for maintaining current comparability studies.
- 4) Responsible for the implementation of a site specific Resident Retention Program.
- 5) Demonstrates a comprehensive understanding of the competition, general market area, and product knowledge.
- 6) Responsible for approving all rental applications, and for ensuring that the rental application process includes strict adherence to property standards, and to all appropriate agency standards.
- 7) Maintains the waiting list in accordance with agency requirements, and ensures that the property is in compliance with all other appropriate agency requirements.
- 8) Supervises and participates in the Leasing and Renewal Programs.

- 9) Conducts a weekly meeting with the leasing staff.

### **Personnel**

- 1) Participates in the hiring, promotion, termination and transfer of site personnel, including the timely submission of all required paperwork.
- 2) Responsible for establishing and maintaining personnel records for all site personnel according to company policy.
- 3) Responsible for training site personnel in all aspects of their particular functions.
- 4) Resolves personnel problems and keeps senior management informed as appropriate.
- 5) Recommends salary adjustments and promotion of personnel.
- 6) Responsible for compliance with Affirmative Fair Housing regulations and Equal Opportunity/Affirmative Action policies, including federal, state, and local governing agency requirements.
- 7) Responsible for filing required reports regarding workers' compensation claims in accordance with company policies.
- 8) Responsible for utilizing the company's Personal Development Program, as described by company policy, to develop, assist, train, and motivate site personnel.
- 9) Works with the Human Resources Department to obtain assistance, and to resolve payroll and personnel issues.

### **Social Services**

- 1) Establishes and maintains active resident relations programs by promoting good will, in person and in writing, in accordance with company standards and policies, with all residents.
- 2) Works closely with resident groups in establishing ongoing programs to fulfill the needs of the resident population.
- 3) Conducts quarterly meetings with the residents to answer questions, understand their concerns, and communicate company or site information.
- 4) Continually works to maintain a quiet, peaceful environment for all residents.

### **Security**

- 1) Assesses the property's security needs, and recommends consequent action to the DVP or Senior Property Manager.
- 2) Responsible for the implementation of security programs and/or the security contract.
- 3) Responsible for the timely response to any and all security issues, and for notification to senior management as appropriate.

- 4) Responsible for involving community resources in security matters affecting the property.
- 5) Works with the Director of Security as required and as needed to implement the company's security policies and procedures, to obtain assistance, and to resolve security issues.

## **Job Description**

### **SUPERINTENDENT**

#### **Statement of the Job:**

The Superintendent is responsible for the maintenance functions at his/her property. The purpose of this position is to ensure that the physical condition of the property satisfies ownership and management objectives.

#### **Reporting Relationships:**

The Superintendent reports to the Property Manager, directly supervises Maintenance Mechanics, Groundskeepers, and/or Cleaners, and receives direction and guidance from the Agent

#### **Responsibilities:**

##### **The Property**

- 1) Acts as a working supervisor, with almost all of his/her time spent performing maintenance functions.
- 2) Fulfills all resident work orders at the property in a timely manner, and completes the relevant paperwork.
- 3) Fulfills all site work orders at the property in a timely manner, and completes the relevant paperwork.
- 4) Responsible for preventive maintenance at the property, utilizing the company's Preventive Maintenance System detailing the location, item, and schedule for performing all PM functions.
- 5) Responsible for the condition and appearance of the grounds at the site.
- 6) Responsible for being available to respond to emergencies twenty-four hours per day, seven days per week.
- 7) Responsible for the "turnover" of vacant apartments in an expeditious manner in order to avoid the loss of any rental income.
- 8) Responsible for the inventory control of the property's maintenance supplies, performing a monthly inventory and making recommendations to the Property Manager for the purchase of supplies and equipment.
- 9) After discussion of need and expense with the Property Manager, solicits bids from contractors for such work as plumbing, electrical, landscaping, carpeting, painting, and safety systems preventive maintenance.
- 10) Oversees such work as referred to above, as determined by the Property Manager.
- 11) Makes recommendations for capital improvements at the property to the Property Manager and Agent.

- 12) Exercises no authority to approve expenditures or spend money.
- 13) Ensures that all company maintenance policies and procedures are implemented at the property.
- 14) Ensures that company standards for the performance of maintenance functions are consistently maintained.
- 15) Reviews the HUD and state agency building inspection reports in conjunction with the Property Manager and Agent in order to understand what maintenance problems need to be resolved and what maintenance improvements need to be made.
- 16) Represents himself/herself and the property in a professional manner with residents, visitors, and other employees.
- 17) Responsible for wearing his/her company identification at all times while at work, and ensures that all maintenance personnel do the same.

### **Budgeting**

- 1) Makes budget recommendations to the Property Manager for all maintenance line items.
- 2) Assists the Property Manager in controlling maintenance expenses and adhering to the property's approved budget.

### **Personnel**

- 1) Responsible for preparing and implementing a weekly work schedule for himself/herself and all maintenance mechanics, groundskeepers, and cleaners at the property.
- 2) Provides direction, guidance, and supervision to the maintenance mechanics, groundskeepers, and cleaners.
- 3) Interviews candidates for Maintenance Mechanic, Groundskeeper, and Cleaner positions, and makes hiring recommendations to the Property Manager.
- 4) Trains the maintenance mechanics, groundskeepers, and cleaners in the proper performance of their functions, consistent with company policies, procedures, and standards.
- 5) Works with the Property Manager in evaluating the performance of the maintenance mechanics, groundskeepers, and cleaners.
- 6) Schedules maintenance contractors in accordance with the requirements of their contracts.
- 7) Receives training as needed with regard to the best methods of fulfilling his/her responsibilities, such as how to prevent injuries, and how to make repairs while guarding against the possibility of viruses and hazardous waste.