

Management & Occupancy Review Timeline/Checklist

Six Months Before Review	
Six Months Before Review	<input type="checkbox"/> Print the 9834 from the HUD/Forms web site http://www.hud.gov/offices/adm/hudclips/forms/files/9834.doc
Six Months Before Review	<input type="checkbox"/> Begin full file audit use Appendix A of HUD Form 9834 as well as internal checklists
Six Months Before Review	<input type="checkbox"/> Put together a list of binders with information to assist the reviewer with questions. Binders should include tabs for each part of Section II of the 9834
Six Months Before Review	B. Follow-up and monitoring of Site Inspections <input type="checkbox"/> 4.a. For properties built before 1978, provide Lead-based Paint Free Certification if applicable <input type="checkbox"/> 4.b. Provide Lead Hazard Control Plan if applicable <input type="checkbox"/> Provide documentation of completion of tasks on the Plan if applicable
Six Months Before Review	C. Maintenance & Standard Operating Procedures <input type="checkbox"/> 5.a. Preventative Maintenance Policy <input type="checkbox"/> Preventative Maintenance Schedule <input type="checkbox"/> Completed Work Orders Documenting Compliance with Policy <input type="checkbox"/> 5.b. Inventory Policy for Work Order Supplies <input type="checkbox"/> 5.c. Inventory Policy should include security information <input type="checkbox"/> 5.d. Unit Inspection Policy <input type="checkbox"/> Sample Unit Inspection Notice <input type="checkbox"/> Provide name(s) of employees responsible for unit inspections <input type="checkbox"/> 5.e. Unit Inspection Policy should include information about when units are inspected <input type="checkbox"/> 5.f. Sample Unit Inspection Forms <input type="checkbox"/> Move-in (must include text “unit is in decent, safe and sanitary condition”) <input type="checkbox"/> Annual <input type="checkbox"/> Move-out <input type="checkbox"/> 5.g. Unit Inspection Policy should include information about correction to Deficiencies <input type="checkbox"/> Sample Resident Notice of Necessary Corrections due to Findings during Unit Inspection <input type="checkbox"/> 5.i. Provide Work Order Policy <input type="checkbox"/> 5.j. Provide Emergency Work Order Policy <input type="checkbox"/> 5.l. Provide information about how work order information is distributed (Resident, Maintenance, Resident File, Unit File, etc.) <input type="checkbox"/> 5.m. Provide unit inventory document including list of appliances, date of purchase, manufacturer, model, serial numbers, warranty information <input type="checkbox"/> 7. Document and energy conservation efforts <input type="checkbox"/> Copies of work orders <input type="checkbox"/> Copies of brochures distributed to residents

Management & Occupancy Review Timeline/Checklist

	<input type="checkbox"/> Information about topics discussed in tenant meetings
Six Months Before Review	<p>E. Leasing and Occupancy</p> <input type="checkbox"/> 14.a. Copies of application <input type="checkbox"/> Application Checklist <input type="checkbox"/> Full application <input type="checkbox"/> Pre-application if applicable <input type="checkbox"/> Application in alternative format or language <input type="checkbox"/> 14.b. Copy of Policy for Appeal of Application Denial <input type="checkbox"/> Copy of Rejection Letter <input type="checkbox"/> 14.d. Copy of Resident Selection Plan <input type="checkbox"/> Resident Selection Plan Checklist <input type="checkbox"/> 14.k. Copy of HUD approved Affirmative Fair Housing Marketing Plan <input type="checkbox"/> Copies of advertising indicated in the plan <input type="checkbox"/> 14.l. All advertising should include the Fair Housing Logo (provide copy of advertising policy or copies of ads demonstrating compliance) <input type="checkbox"/> 15.a. Copies of Model Lease (if more than one model lease was used in the last year, include both versions) <input type="checkbox"/> HUD/CA Approval for any lease changes <input type="checkbox"/> Copies of alternative versions of the lease (alternative language, etc.) <input type="checkbox"/> Copies of all Lease Addendums <input type="checkbox"/> Copies of HUD/CA approval for lease addendums <input type="checkbox"/> Copies of any additional lease agreements <input type="checkbox"/> 15.b. Copy of fee schedule <input type="checkbox"/> 15.c. Copies of HUD approval as indicated in Paragraph 6-25 <input type="checkbox"/> 15.d. Copy of Rent Collection Policy <input checked="" type="checkbox"/> 15.e. Copy of Late Fee Policy <input type="checkbox"/> Copy of Sample Late Fee Notice <input type="checkbox"/> 15.f. Copy of Move-out inspection policy including provision explaining how damages are documented and charged <input type="checkbox"/> Sample copy of executed MO inspection and Deposit Statement <input type="checkbox"/> 16.a Copy of Eviction Policy <input type="checkbox"/> Sample Notice of Material Lease Violation <input type="checkbox"/> Sample Eviction Notice (must include appeal provision) <input type="checkbox"/> 16.c. Copy of Termination of Assistance Policy <input type="checkbox"/> Sample Notice of Failure to Report <input type="checkbox"/> Sample Notice of Over/Under Housed <input type="checkbox"/> Sample Notice of Requirement to move from Accessible Unit <input type="checkbox"/> Sample Notice of Termination of Assistance (must include appeal provision) <input type="checkbox"/> 17.a Copy of TRACS Monitoring Policy <input type="checkbox"/> 18.a Copy of File Security Policy including EIV Security

Management & Occupancy Review Timeline/Checklist

	Policy <input type="checkbox"/> 18.d. Copy of File Retention Policy
Six Months Before Review	F. Tenant Management Relations <input type="checkbox"/> 20.a. Copy of Incident/Grievance Policy <input type="checkbox"/> 20.b. Sample Response Letters – must include provision for appeal <input type="checkbox"/> 20.c. Information about any resident organization <input type="checkbox"/> 21.a. List of all services provided by property and all area service organizations <input type="checkbox"/> 21.b. All Service Coordinator information if applicable <input type="checkbox"/> 21.f. All Neighborhood Network information if applicable <input type="checkbox"/> 21.h. All information about renters insurance sold to residents through the management company if applicable
Six Months Before Review	G. General Management Practices <input type="checkbox"/> Explanation of Policies used to implement HUD changes <input type="checkbox"/> 22.d. Copy of training policy <input type="checkbox"/> 24.a. Information about resident employment practices
60 Days Before Review	
60 Days Before Review	A. General Appearance & Security <input type="checkbox"/> 2. a Include reports of any criminal activity reported in the last year <input type="checkbox"/> 2.b. Include information about criminal prevention tasks if applicable <input type="checkbox"/> 2.c. Provide information about corrective action to reduce crime <input type="checkbox"/> 2.d. Provide information about special rent increases requested to pay for services to reduce criminal activity on the property
60 Days Before Review	B. Follow-up and monitoring of Site Inspections <input type="checkbox"/> Include a copy of the most recent REAC Inspection <input type="checkbox"/> 3.a. Include information about responses to EH&S issues <input type="checkbox"/> Letter to HUD <input type="checkbox"/> Documentation of correction (vendor invoice/work order) <input type="checkbox"/> If no correction, document why and when corrections will be complete <input type="checkbox"/> 3.b. Provide list of REAC findings <input type="checkbox"/> Provide documentation of corrections (work orders, etc.) <input type="checkbox"/> If no correction, document why and when corrections will be complete
60 Days Before Review	<input type="checkbox"/> Complete Part A of Addendum B <input type="checkbox"/> Signed by OWNER (cannot be signed by agent unless there is a POA)
30 Days Before Review	
30 Days Before Review	<input type="checkbox"/> Meet with Site Staff Re Preparation for MOR How to dress, How to act, what needs to be done to prepare, etc.
30 Days Before Review	<input type="checkbox"/> Prepare Unit Inspection Notices for Residents
30 Days Before Review	<input type="checkbox"/> Complete the 9834, Section II

Management & Occupancy Review Timeline/Checklist

30 Days Before Review	<p>C. Maintenance & Standard Operating Procedures</p> <p><input type="checkbox"/> 5.h Complete Make Ready Analysis (one month before MOR)</p> <p><input type="checkbox"/> Provide monthly Make-Ready reports if available</p> <p><input type="checkbox"/> 5.m. Provide unit inventory document including list of appliances, date of purchase, manufacturer, model, serial numbers, warranty information</p> <p><input type="checkbox"/> 6.d. If there are vacancy issues, document efforts to place residents in vacant units</p>
30 Days Before Review	<p>E. Leasing and Occupancy</p> <p><input type="checkbox"/> 14.c. Resident Name, Unit Number of any Police/Security Resident if applicable</p> <p><input type="checkbox"/> Copy of HUD/CA Approval for over income officer if applicable</p> <p><input type="checkbox"/> 14.h. Income Limit Compliance Report by Quarter (4)</p> <p><input type="checkbox"/> 14.i. Document marketing efforts to attract Extremely Low Income Residents if Income Targeting Requirements are at risk.</p> <p><input type="checkbox"/> 16.b. List of Residents who have received eviction notices and description of action</p> <p><input type="checkbox"/> Number of eviction attempts in last 12 months</p> <p><input type="checkbox"/> Number of successful evictions in last 12 months</p> <p><input type="checkbox"/> Eviction expenses</p> <p>* <input type="checkbox"/> Copy of monthly voucher audit showing TRACS cert queries</p> <p>* <input type="checkbox"/> 17.b. Copy of "Certifications with Discrepancies" Report – document reason for any open errors</p> <p>* <input type="checkbox"/> EIV Income Discrepancy Report document reason for any open errors</p> <p>* <input type="checkbox"/> EIV Failed Verification Report - document reason for any open errors</p> <p>* <input type="checkbox"/> EIV Deceased Tenant Report</p> <p>* Errors should be addressed and new updated information should be in the MOR Binder. Also, this information should be secured since information on these reports is sensitive.</p>
30 Days Before Review	<p>F. Tenant Management Relations</p> <p><input type="checkbox"/> 20.d. Documentation of owner/agent participation in resident organization</p>
30 Days Before Review	<p>G. General Management Practices</p> <p><input type="checkbox"/> 22.a. List of all complaints to CA/HUD with documentation of action and Resolution</p> <p><input type="checkbox"/> 22.c. Policy Implementation Checklist</p>
30 Days Before Review	<input type="checkbox"/> Send Requested Forms to Reviewer
Day Before	
Day Before	<input type="checkbox"/> Remind Staff about MOR Meeting
Day Before	<input type="checkbox"/> Walk the property
Day Before	C. Maintenance & Standard Operating Procedures

Management & Occupancy Review Timeline/Checklist

	<input type="checkbox"/> 5.k. Provide Current Open Work Order Report <input type="checkbox"/> Number of work orders open for 1 to 3 days <input type="checkbox"/> Number of work orders open for 4 to 7 days <input type="checkbox"/> Number of work order open for more than 1 week <input type="checkbox"/> 6.a. Provide a Vacancy Report showing Number of Vacant Units, Number Ready for Occupancy and the Average Length of time for unit turnover
Day Before	E. Leasing and Occupancy <input type="checkbox"/> 14.e. Copy of Waiting List <input type="checkbox"/> Waiting List Checklist <input type="checkbox"/> 14.f. Breakdown of Applicants on Waiting List by Number of Bedrooms <input type="checkbox"/> 22.d. Copy of training summary

CORE PROPERTY MANAGEMENT