
COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY
HOUSING AUTHORITY OF THE COUNTY OF SAN DIEGO

**Notice of Funding Availability (NOFA)
For Project Based Vouchers (PBV)
Homekey Projects Offering Immediate Permanent
Housing Solutions in the First Year of Operations.**

Release Date:

November 23, 2021

Closing Date:

December 7, 2021

Sources of Financial Assistance:

Project Based Vouchers (PBV)

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Director, Housing and Community Development Services*

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**HOUSING AUTHORITY OF THE
COUNTY OF SAN DIEGO**

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GENERAL INFORMATION

In releasing this Notice of Funding Availability (NOFA), the Housing Authority of the County of San Diego (HACSD) invites proposals from qualified owners for the Project Based Voucher (PBV) Program. Through this NOFA, HACSD is making up to a maximum of 250 PBVs available for eligible owners who are applying for funding in the current State of California Department of Housing and Community Development (HCD) Homekey Program Notice of Funding Availability issued by HCD on September 9, 2021. The PBV contract award is for an initial twenty (20) year term with one (1), twenty (20) year option to renew at the sole discretion of HACSD.

HACSD reserves the sole and exclusive right to award conditional commitments, for all or part of the estimated number of available vouchers and distribute them between PBV categories as is most advantageous to HACSD. Moreover, HACSD retains the right to NOT issue vouchers to projects not meeting threshold requirements.

Eligible applicants for PBVs under this NOFA must be the lead applicant or co-applicant for funding in the California Department of Housing & Community Development's (HCD) 2021 Homekey NOFA. Applicants are invited to submit an application outlining your organization's ability and willingness to provide a project that is in an advanced stage of preparation. Advanced stage of preparations means that there is a reasonable expectation that the property will be acquired and all necessary entitlements will be in hand **within six (6) months of an award of HCD Homekey funding**, and an AHAP contract will be executed to meet HCD's Homekey occupancy requirements, or the award may be rescinded.

Final contracts for PBVs awarded under this NOFA will be contingent upon award of Homekey funding from HCD. Eligible projects must include utilization of HCD Homekey funds for acquisition of multifamily properties and net new permanent supportive housing units serving homeless and at risk of homeless households at or below 30% AMI for 55-years. The project must be able to provide permanent housing units within eight (8) months of the acquisition of the property. A four (4) month extension may be granted at the sole discretion of HACSD for a maximum twelve (12) months' time to provided permanent housing units.

This PBV NOFA will seek to prioritize projects that have already secured matching acquisition and capital funding resources, do not require additional public gap financing outside of the infusion of Homekey, and are able to be placed in service soonest.

The County of San Diego's *Live Well San Diego* initiative strives to achieve healthy, safe and thriving communities throughout the region. Only through a collective effort can *Live Well San Diego* bring meaningful change to a region as large and diverse as San Diego County. HACSD is seeking applications that align with and accentuate all aspects of *Live Well, San Diego*. For more information on *Live Well, San Diego*, please visit www.livewellsd.org.

INSTRUCTIONS FOR NOFA APPLICATION

Submit complete and signed application proposals in electronic format. Electronic copies must be delivered and emailed by each of the following methods by 2:00 PM on December 7th, 2021.

- 1) One USB drive, see delivery information below.
- 2) Email application via a secured electronic document management and storage system (SharePoint, OneDrive, Drop Box, etc.) to community.development@sdcountry.ca.gov.
- 3) Email subject line should be: PBV NOFA Submittal - Homekey

Application must be saved/stored in accordance with the NOFA APPLICATION CHECKLIST.

Applications submitted for consideration must be complete. If any information requested in the NOFA is not applicable to the development, indicate section with “N/A”. Faxed copies and electronic copies submitted via CD will not be accepted.

Please deliver USB Drive-NOFA application to:
Housing and Community Development Services
Attn: Rental Assistance Division
3989 Ruffin Road
San Diego, CA 92123

PROJECT BASED VOUCHERS (PBV) AVAILABILITY

By releasing this NOFA, the Housing Authority of the County of San Diego (HACSD) is announcing the opportunity for an allocation of up to a maximum of 250 project-based Housing Choice Vouchers (Section 8 vouchers), also referred to as PBVs.

Housing developments allocated HACSD PBVs must be located within the jurisdiction of the HACSD which is comprised of: the Unincorporated Area of the County of San Diego, City of Coronado, City of Del Mar, City of Imperial Beach, City of Lemon Grove, City of Poway, City of Solana Beach, City of Chula Vista, City of El Cajon, City of Escondido, City of La Mesa, City of San Marcos, City of Santee, City of Vista. Proposed development must fully comply with all federal laws and regulations including those in Title 24 of the Code of Federal Regulations, [24 CFR Part 983](#).

HUD does not allocate separate funding for project-based voucher assistance. Funding for project-based assistance comes from funds already obligated by HUD to a Housing Authority's Housing Choice Voucher Program Annual Contributions Contract (ACC). Housing Authorities may use a limited number of their voucher allocation for a PBV program.

All project-based units must be leased to eligible families or individuals for the term of the HAP Contract. Initial and Ongoing vacancies must be selected from HACSD's waiting list in conjunction with the appropriate Coordinated Entry System, in a manner subject to HACSD's approval in its sole discretion.

The owner is responsible for adopting and providing to the HACSD written tenant selection procedures that are consistent with the purpose of improving housing opportunities for very low-income families and reasonably related to program eligibility and an applicant's ability to perform the lease obligations (See 24 CFR 983.253), along with incorporating use of appropriate coordinate entry systems available in the San Diego County.

The target population are individuals and families as identified in the Health and Safety Code section 50675.1(a) who are experiencing homelessness or who are at risk of homelessness as further defined in Section 578.3 of Title 24 of the Code of Federal Regulations and who are impacted by the COVID-19 pandemic

HACSD is making up to a maximum 250 PBVs available to eligible applicants who are applying for funding in the current HCD Homekey Program Notice of Funding Availability for housing units located in HACSD's jurisdiction in accordance with the following objectives:

- To rapidly sustain and expand housing throughout the jurisdiction, promoting the de-concentration of poverty and furthering fair housing objectives for people experiencing homelessness and impacted by COVID-19.
- To increase the number of permanent supportive housing units throughout the jurisdiction; and,
- To provide access to supportive services to program participants who must be homeless or at risk of homeless with incomes at or below 30% AMI;

ELIGIBILITY REQUIREMENTS

A PBV commitment is contingent upon securing Homekey funding. In order to be considered under this PBV NOFA, all proposals submitted must meet the following conditions:

1. All projects must be located within the jurisdiction of the Housing Authority of the County of San Diego which is comprised of: the Unincorporated Area of the County of San Diego, City of Coronado, City of Del Mar, City of Imperial Beach, City of Lemon Grove, City of Poway, City of Solana Beach, City of Chula Vista, City of El Cajon, City of Escondido, City of La Mesa, City of San Marcos, City of Santee, City of Vista.
2. Applicants to this PBV NOFA must also have an ownership in an application for funding in the Homekey Program Notice of Funding Availability (NOFA).
3. All projects must result in permanent supportive housing
4. Projects must comply with program deadlines specified in section 204 and/or section 207 (iff applicable) of HCD Homekey NOFA.
5. 100% of the units receiving PBVs must serve the Homekey Target Population defined as homeless or at risk of homeless households at or below 30% AMI.
6. Prospective tenants of units with PBV assistance must be selected from the PHA's waiting list in conjunction with the appropriate Coordinated Entry System. Tenant selection also must be consistent with the requirements and preferences in HACSD's Housing Choice Voucher Administrative Plan and the requirements of Project Homekey legislation and guidance.
7. Projects must submit a Management Plan describing staffing, budget, tenant selection (utilizing appropriate coordinated assessment systems available in the community), tenant outreach procedures including coordination between property management and supportive service providers and documenting outreach efforts to PBV tenants, and ongoing property management procedures including rent collection, maintenance, grievance policy, tenant retention and eviction policy.
8. Projects cannot begin rehabilitation until all post-award conditions, such as an Environmental Review by the County of San Diego and Subsidy Layering Review by HUD, are met and an AHAP contract is executed.
9. Projects must meet all PBV program requirements.
10. SRO units are not eligible. The smallest bedroom size allowable are single units with a minimum of 220 square feet and containing a bathroom and kitchen or kitchenette.
11. Conversion of units from other structure types, such as hotels, motels, and other commercial facilities is also allowable.

12. Contract units are expected to be furnished. Applicants must provide a description of how the units will be furnished in their application.
13. Applicant must have site control or control is likely to be obtained and will not delay the project. Control of site is through Fee Simple ownership, or Contract of sale.
14. All developments shall adhere to the accessibility requirements set forth in California Building Code Chapter 11A and 11B and the Americans with Disabilities Act, Title II. In addition, developments shall adhere to either the Uniform Federal Accessibility Standards (UFAS) standards, 24 C.F.R. Part 8, or HUD's modified version of the 2010 ADA Standards for Accessible Design (Alternative 2010 ADAS), HUD-2014-0042-0001, 79 F.R. 29671 (5/27/14) (commonly referred to as "the Alternative Standards" or "HUD Deeming Memo"). Accessibly units shall, to the maximum extent feasible and subject to reasonable health and safety requirements, be distributed throughout the project and be available in a sufficient range of sizes and amenities consistent with 24 CFR Section 8.26.
15. Applicants must specify the type and level of supportive services to be provided to the target population. In addition, applicants must provide evidence of commitment for the supportive services proposed and information about the supportive services provider and their ability to carry out services. The use of services by residents may not be imposed on a mandatory basis. Funding requires that supportive services only be made available on a voluntary basis.

PROPOSAL EVALUATION CRITERIA

The evaluation criteria listed below are in descending order of importance by section, not subsections, and will be weighted in the evaluation of the applicant's written proposals accordingly. The proposal should give clear, concise information in sufficient detail and in the order presented below to allow an evaluation based on these requirements. Although some of the elements listed below will be weighted more heavily than others, all requirements are considered necessary for evaluation.

Evaluation criteria listed in descending order of importance:

1. Project Information and Targeting (i.e. detailed description of project, projects that meet any of the special considerations and preferences listed on page 9, and project readiness)
2. Financial Feasibility (description of funding sources, leveraging, anticipated costs)
3. Applicant Experience (affordable housing development experience, rehab, construction, property management)
4. General Program Requirements and Special Considerations Collaboration and Site Amenities and Innovation (community involvement)

An applicant must, therefore, be acceptable in all four (4) areas to be eligible for award of a contract. The expectation is that those proposals in the competitive range and considered for contract award will exceed the minimum requirements.

OWNERSHIP/APPLICANT ELIGIBILITY

The proposed development may be owned by any individual, corporation, trust, partnership, non-profit or public entity, with the exception of those identified on the Excluded Parties List/SAM.gov, Office of Inspector General (OIG) Exclusions database or the State of California Medi-Cal Suspended and Ineligible Provider List.

SPECIAL CONSIDERATION

Preferential consideration may be provided for Developments with the following conditions:

1. Development will incorporate environmental, sustainable development practices and green building components that exceed current requirements and/or standards.
2. Developments that address racial equity and inequities for the target population including any local disproportionate impact by race and other protected classes. Detail how the applicant will address racial and ethnic disparities in program outcomes at each stage of the project design and development.

If applicable, provide a detailed description for each relevant preferential condition.

PBV CONTRACT PERIOD

The initial contract may be for a period of up to 20 years and may be renewable for up to an additional 20 years at the discretion of the Housing Authority of the County of San Diego (HACSD).

DEVELOPER CAPACITY

Developer/applicant capacity to perform administrative, managerial and operational functions and to oversee the work necessary for successful completion of the proposed development will be evaluated.

To be eligible for financing, an applicant must:

1. Exhibit prior work resulting in successful development of affordable rental housing. Successful development may include operation, construction, acquisition, acquisition with rehabilitation or any combination of accomplishments that created or preserved affordable rental housing.
2. Possess control of the proposed development site through fee title, an option to purchase, a disposition and development agreement with a public agency, a land sales contract, a leasehold with development provisions or any other enforceable instrument approved by HACSD.
3. Provide full disclosure of all associations between partners, contractors and sub-contractors. Conflict of interest laws and regulations will be strictly applied.

NOTE: It is the responsibility of each applicant to ensure that it and all its employees, contractors, affiliates, agents, volunteers, or other personnel comply with all applicable laws and rules regarding conflicts of interest, including Government Code section 1090 et seq., the Political Reform Act, and the County Administrative Code, included but not limited to Section 67.

CONDITIONS

Applications for PBVs will be considered based on the threshold requirements and preferences/priorities criteria set forth in this NOFA. HACSD reserves the right to negotiate and award an allocation of PBVs to multiple applicants and request additional information from applicants. By the act of submitting a proposal, applicants acknowledge and agree to the terms and conditions of this NOFA and to the accuracy of the information they submit. HACSD reserves the right to reject any and all submittals, waive any irregularities in the submittal requirements or cancel this NOFA at any time. All submittal packages become the property of HACSD and will not be returned. All submitted information will become public information and is subject to public inspection under the State of California Public Records Act.

It is understood and agreed upon by the applicant in submitting a proposal that HACSD has the right to withhold all information regarding this procurement until after contract award, including but not limited to: competitive project description information; competitive proposed Financial Offer and Financial

Capability; and the HACSD evaluation of competing proposals. Information releasable after award is subject to the disclosure requirements of the Public Records Act, State of California Government Code section 6250 and following.

NOTE: Applicants acknowledge that by submitting an application under this NOFA, they are seeking a benefit from a government entity. Applicants must acknowledge that all statements in their application are and will remain true; failure to comply with this commitment may violate the federal or state False Claims Acts.

COST RECOVERY AND FEES

The owner of any development funded through this NOFA will be required to pay any relevant fees that may be imposed by HUD, County Board of Supervisors, or by the HACSD Board of Commissioners, and such fees may be enacted or amended from time to time.

Any development that also receives an allocation of capital funds from the County will be subject to the annual monitoring fee.

TECHNICAL ASSISTANCE, CLARIFICATION AND ADDENDA

Requests for clarification regarding this NOFA should be directed to Anthony McCall with the Department of Housing and Community Development Services at: Anthony.McCall@sdcounty.ca.gov.

NOFA APPLICATION

GENERAL REQUIREMENTS FOR SUBMITTAL

Applications must include the following:

- HACSD NOFA DEVELOPMENT SUMMARY, CHECKLIST & CERTIFICATION (Excel)**
Applicants must complete the Excel template available on the Housing and Community Development Services Announcement NOFA homepage. All tabs must be completed upon submittal: Development Summary (tab 1), Application Checklist (tab 2), and Certification (tab 3)
- Development Narrative (Word or PDF)**
- All Required Development Forms** (Rental Income Form, Operating Expense, Development Costs, Sources and Uses of Funds, Multi-year Cash Flow and Development Pro-Forma) and all applicable Proposal Requirements.

The application and all supporting documentation as listed above have been reviewed for completion using the Excel Application Checklist.

Development Name: _____

Name: _____ Title: _____ Date: _____

Initial applications are subject to a preliminary review for completeness; applicants submitting incomplete or ineligible proposals will be notified and a deadline for submission imposed. The selection procedure will include an evaluation of the total financing proposed in the NOFA application and the development pro forma. A determination will also be made concerning the consistency of the proposal with the strategy and priorities developed by HACSD for the use of PBVs. Developments awarded PBVs under this NOFA must comply with the regulations of the funding sources, as applicable.

PROPOSAL REQUIREMENTS

1. HACSD NOFA DEVELOPMENT SUMMARY, CHECKLIST & CERTIFICATION

Provide a completed NOFA Development Summary (Excel workbook tab 1), Application Checklist (tab 2), and Application Certification (tab 3). Include the excel version of the workbook along with the other application documents as described below.

2. DEVELOPMENT NARRATIVE (Word or PDF)

A. Development Overview

Provide a brief overview description including development location, the existing use of the site and proposed development/design including number of units, unit types, development amenities, population to be served, supportive services provided, and extent to which the development will involve community organizations and partnerships. Also include program goals/objectives as applicable.

B. Development Timeline

Describe the development's timeline and applicant's ability to complete in a timely manner.

C. Enforceable Commitments and Financial Feasibility

1. Provide a list of enforceable commitments or other enforceable reservations of funds for all needed development funding.
2. Provide list of enforceable commitments as well as any fundraising plans.
3. Describe the plan to maintain operations and financial feasibility for a 30-year period.
4. Describe any in-kind contributions to the development. Include the name(s) of the contributors, the items or services that are being contributed and the value of the contributions.

D. Development Site

1. Describe all Community Planning/Sponsor Group action related to this development.
2. Describe all Community outreach and engagement related to this development.
3. Are there other housing developments or facilities that address the same need in the area?
4. Describe how the development will not overly concentrate low-income housing in the community?
5. Provide a detailed description of the development location; attach detailed street map(s) identifying the development and neighborhood boundaries, highlight local amenities, community resources, goods and services, access to transportation, etc.

E. Site Control

1. Is the development consistent with the site zoning, General Plan designation, and the local community plan?
2. Provide proof that all necessary land use, zoning, permitting or building plans have been approved or a reasonable plan and timeline detailing how the applicant will obtain any discretionary approvals for the project.
3. A plan for ensuring completion of all necessary environmental clearances and completion of a Phase I Environmental Site Assessment and Phase II Environmental Site Assessment (if applicable).

F. Development Design and Implementation

1. Describe preliminary site plan(s), floor plans, etc. Attach plans and photos as applicable.

2. Describe environmentally sustainable development features and technologies.
3. Describe various levels of safety design features, technologies and policies for tenants.
4. If applicable, how will the development incorporate the use of universal design principles and/or design features for special needs populations.
5. Attach an outline of the development's Crime-Free Multi-Family Housing Program, including proposed Crime-Free lease addendum.
6. Attach sample lease and tenant agreement.

G. Target Population and Support Services

Below is a list of the target populations Extremely low-income individuals & families

- Chronically Homeless individuals & families
- Individuals and families as identified in the Health and Safety Code section 50675.1(a) who are experiencing homelessness
- Individuals and families who are at risk of homelessness as further defined in Section 578.3 of Title 24 of the Code of Federal Regulations and who are impacted by the COVID-19 pandemic.

1. Supportive services description should include the following:
 - i. Supportive service provider experience, including tenant population descriptions
Support services descriptions, including service model, services offered, staffing plan with FTE's, and location of services (on site or off site)
 - ii. Role of Peers in service delivery
 - iii. Services budget and funding sources
 - iv. If the support services provider is a separate organization, a description of partnership history and draft MOU.
2. How will the development empower families and individuals toward greater self-sufficiency?
3. If preferences for selection from the established waitlist will be given to any of the above-mentioned populations, describe which population(s) will receive priority.

H. Special Consideration

1. Describe how the development will incorporate environmentally sustainable development practices and green building components that exceed current requirements and/or standards.
2. How will the proposed development address racial equity and inequities for the target population including any local disproportionate impact by race and other protected classes?

I. Applicant Experience

1. Describe in detail Owner/Developer/Applicants experience as listed below. Provide supportive attachments as applicable:
 - a. Mission Statement
 - b. Past activities/experience
 - c. Administrative structure/organizational chart
 - d. Diversity, Equity, and Inclusion Statement and/or governing practices/policies
2. Describe the degree in which Owner/Developer/Applicants integrates Diversity, Equity and Inclusion within the organization, including but not limited to; workplace values, hiring and training practices, executive leadership, Board of Directors, etc.

J. Technical Capacity

1. Describe Owner/Developer/Applicant's technical capacity. Describe the project team's experience, including but not limited to; acquisition, sale, rehabilitation, construction,

management and/or support services. Describe your organization's ability to deliver high quality services to the target resident population.

- a. Attach resumes of staff specifically assigned to this project. Include the credentials of the development's team members.
- b. Include a list or description of the organization's ability to successfully develop and manage the real estate component of the project.
 - Number of rental housing developments/units completed
 - Number of rental housing developments/units currently owned
 - Number of rental housing developments/units currently managed.
 - Number of rental housing developments/units in development phase (funding committed but not ready for occupancy)
 - Number of rental developments sold for affordable housing

2. Describe participation of DVBEs and MBE/WBE

In accordance with the County of San Diego Board Policy B-39a, all recipients must ensure that every effort is made to provide equal opportunity to Disabled Veterans Business Enterprises (DVBEs) and to encourage the participation of Minority Business Enterprise and Women Business enterprise (MBE/WBE) as contractors and subcontractors. Please describe efforts that will be made to encourage the utilization and participation of DVBEs and MBE/WBE. A copy of the policy can be found on the County's website or via this link, [Policy B-39A](#).

GENERAL PROGRAM REQUIREMENTS

Responsive proposals will include and/or adequately address each of the following sections.

A. Certification

For Non-profit organizations, proof of 501(c)(3) status and an up-to-date roster of the applicant's board of directors.

B. Community Review and Land Use Approvals

Applicants must have all applicable land use approvals at the time of application or demonstrate a plan that outlines how these approvals will be obtained in time for a Homekey application. Examples of such approvals include, but are not limited to, general plan amendments, rezoning and conditional use permits. Local land use approvals that are not required to be submitted at the time of the application include design review, environmental study variances and development agreements.

Provide evidence of completion of all necessary environmental clearances and completion of Phase I Environmental Site Assessment. Phase II Environmental Studies (if applicable) as well as CEQA/NEPA (if applicable).

ADDITIONAL COUNTY, STATE, AND FEDERAL REQUIREMENTS

Provide attachments/descriptions as applicable to compliance within the following areas.

1. Accessibility

Section 504 of the Rehabilitation Act, the Fair Housing Act, California's Fair Employment and Housing Act, the Unruh Civil Rights Act, and a variety of federal and California laws and regulations are applicable to the funding sources. The applicant must demonstrate how the proposed development will comply with all applicable laws regarding accessibility both for individuals and all common areas in the development. Applicants must also ensure that any other applicable, state, and local accessibility

requirements are met.

2. Acquisition and Relocation Requirements

All developments shall comply with applicable state and federal relocation laws including California Government Code Section 7260 et seq., and 25 CCR Section 6000 et seq. Developments are subject to the Uniform Acquisition and Relocation Act of 1970 (URA) as revised, and Section 104 (d) of the Housing and Community Development Act of 1974, as amended.

3. Affirmative Fair Housing Marketing Plan

An Affirmative Fair Housing Marketing Plan (AFHMP) (refer to attachment D) shall outline methods of informing potential tenants about fair housing laws and contractor policies. An AFHMP must also contain a plan outlining how the applicant will affirmatively market the assisted units. In addition, an AFHMP must contain a plan outlining the special outreach actions to inform persons who would not be likely to apply for the assisted housing without special outreach efforts.

4. Applicant Developer, and Contractor Debarment

All applicants, developers, construction contractors and sub-contractors must not be on the Excluded Parties List/SAM.gov, OIG Exclusions database, Federal Debarred Contractors List, or the State of California Medi-Cal Suspended and Ineligible Provider List. Housing developers must verify compliance before awarding the construction contract. No award or contract shall be made with any organization that is debarred or suspended or is otherwise excluded from or ineligible for participation in federal or state assistance programs. Prior to award of any contract or subcontract, applicant must provide proof of compliance, to include exclusion records from the System for Award Management (SAM) OIG Exclusions database and the State of California Medi-Cal Suspended and Ineligible Provider List.

5. Appraisal

An appraisal must meet the definition of an appraisal found at [49 CFR §24.2\(a\) \(3\)](#) and the URA provisions at [49 CFR §24.103](#). An appraisal is required for all acquisition, rehabilitation and new construction projects. A review appraisal, in accordance with [49 CFR §24.104](#) of the Uniform Relocation Act, will be required for an “Involuntary Acquisition”.

6. Audited Financial Statement and Single Audit (as applicable)

Submitted audited financial statements must be current (within last 12 months) and must include a Financial Statement including surplus or deficits in operating accounts, a detailed itemized listing of income and expenses and the amounts of any fiscal reserves. The audit must be certified by an independent certified public accountant licensed in California. Any non-federal entity, including states, local governments, and non-profit organizations, that expend \$750,000 or more in a year in federal awards shall have a single audit, as specified in 2 CFR Part 200, conducted for that year.

As applicable, a copy of the single audit with written notification of the results must be submitted with the application. In addition, compliance with all federal requirements, provide HACSD with the corrective action plan for any deficiencies identified in the single audit and the latest status of the corrective action plan.

7. Competitive Bidding Requirements

Housing developers must obtain competitive bids or estimates for all materials purchased and work to be accomplished by contractors or sub-contractors. Documentation of such competition must be maintained for review during monitoring visits. In order for work to be accomplished by construction

contractors or sub-contractors, a formal Request for Bids (RFB) package and advertisement must be prepared and submitted for pre-approval. The RFB package must include a copy of the Federal Labor Standards Provisions, form HUD-4010, and the current Davis-Bacon Act wage determination

8. Conflict of Interest

Strict federal and state non-conflict of interest laws and regulations apply to all County and/or sub-recipient agency (i.e., participating cities, developers, non-profit agencies, etc.) staff who are engaged in implementing funded activities. These requirements prohibit all County and/or sub-recipient agency staff, their families or family/business ties from obtaining any financial interest in a funded contract if they participated in or had inside information about the contract

9. Crime-Free Multi-Family Housing

Proposals must also include a Crime Free Multi-Family Housing Plan.

This provision is included in order to ensure a crime free environment for residents. The element should provide for special services in apartment developments to decrease all types of illegal activities and should include an educational component for owners and renters, physical inspections to improve lighting and landscaping and information sharing to establish neighborhood identity. The County Sheriff's Department Crime-Free Multi-Housing program may be available to provide support for the plan development. The Sheriff's local Crime Prevention Specialist provides informational sessions on how to cut crime in multi-family neighborhoods. Expenses associated with the Crime-Free Multi-family Housing program for the proposed development should be covered in the budget. An outline of the development's Crime Free Multi-Family Housing program must be submitted with the application. In addition, a full description of the development's Crime Free Multi-Family Housing program must be included in the Management Plan. The Management Plan Checklist is available in Attachment F. Acquisition of real property for sale of affordable housing does not apply.

Attach the development's Crime Free Multi-Housing Program.

10. Development Forms/ Priorities and Underwriting Criteria (Pro-Forma):

Applicants must submit: Rental Income Form, Operating Expense, Development Cost, Sources and Uses of Funds, Minimum 30-year Cash Flow, and Development Pro-Forma.

- The proposed financing structure and operating pro forma will be evaluated to determine feasibility. Developments shall demonstrate financial feasibility for a minimum 30-year term.

11. Energy Efficiency

Discuss measures to be taken to promote energy efficiency in the proposed development. An Energy-Efficiency Based Utility Allowance schedule is available to qualified developments that either meet or exceed the California's Building Energy Efficiency Standards. Please indicate if you plan to utilize the Energy Efficiency-Based Utility Allowance schedule.

12. Environmental Site Assessment (ESA, Lead-Based Paint, Asbestos and other Hazardous Materials

Housing development proposal must have, at a minimum, a plan for obtaining a Phase I Environmental Site Assessment Report in accordance with the active standard for Phase I ESA's as defined by the American Society for Testing and Materials (ASTM) Standard Practice for Phase I ESA Process. This plan is to be submitted with the NOFA application. If a Recognized Environmental Condition (REC) is found during the Phase I ESA process, a Phase II ESA may be required with the housing development proposal to determine if there are significant amounts of contaminants that will require remediation, monitoring, or create land use limitations. Contingent upon the results

of the Phase IIESA, a Phase III ESA may be necessary to include in the housing development proposal.

Testing for asbestos, residual pesticides, mold, water damage, and the completion of a hazardous material (asbestos, lead paint) inspection report may be required. Demolition or renovation operations that involve lead-based paint, asbestos containing materials, or other hazardous materials from these activities must conform to and be in compliance with hazardous waste disposal requirements (Title 22 CCR Division 4.5) worker and health safety requirements (Title 8 CCR Section 1532.1), State Lead Accreditation, Certification, and Work Practice Requirements (Title 17 CCR Division 1, Chapter 8), and the Health and Safety Code (Division 20, Chapter 6.95, Article 2, Section 25500-25520), and other local, State and Federal regulations.

Time requirements for these reviews vary substantially, depending upon the potential for environmental impact. This process is also consistent with the HUD regulations (24 CFR Part 58), which state, “it is HUD policy that all properties that are being proposed for use in HUD programs be free of hazardous materials, contamination, toxic chemicals and gases, and radioactive substances, where a hazard could affect the health and safety of occupants or conflict with the intended utilization of the property.” (24 CFR 58.5 (i)(2)(i)).

Proposals involving buildings constructed prior to 1978 may be adversely affected by strict regulations requiring the remediation/removal of lead-based paint and asbestos-containing building materials, making rehabilitation of older buildings infeasible in some cases. Lead-based paint regulations, effective September 2000 appear in [24 CFR §35](#). Further information on lead-based paint hazard reduction can be obtained from the HUD Office of Lead Hazard Control and Healthy Homes.

Demolition or renovation of structures on sites constructed prior to 1980 that may contain Lead Based Paint (LBP) and Asbestos Containing Materials (ACMs), or other hazardous materials from these activities are managed by applicable regulations including, at a minimum, the hazardous waste disposal requirements (Title 22 CCR Division 4.5, the worker health and safety requirements (Title 8 CCR Section 1532.1) and the State Lead Accreditation, Certification, and Work Practice Requirements (Title 17 CCR Division 1, Chapter 8). Demolition or renovation operations that involve asbestos-containing materials must conform to San Diego Air Pollution Control District (SDAPCD) Rules 361.140-361.156. In accordance with existing regulations, a development may be required to complete asbestos and lead surveys to determine the presence or absence of ACMs or LBP prior to issuance of a building permit that includes demolition of onsite structures and prior to commencement of demolition or renovation activities.

13. Environmental Review

A housing development proposal (acquisition, rehabilitation, or new construction) must have, at a minimum, a plan for obtaining a Phase I Hazardous Waste Assessment Report. This plan is to be submitted with the NOFA application. A hazardous material (asbestos, lead paint) inspection report may also be required. In addition, testing for asbestos, residual pesticides, mold and water damage may be required. In certain situations, a Phase II and Phase III Environmental Assessment may be necessary. Time requirements for these reviews vary substantially, depending upon the potential for environmental impact.

Proposed developments must complete environmental reviews pursuant to the California Environmental Quality Act (CEQA) and the CEQA Guidelines (California Code of Regulations, Title 14, Division 6, Chapter 3, Sections 15000-15387), and the National Environmental Policy Act (NEPA) in accordance with HUD 24 CFR Part 58 environmental regulations. CEQA review must occur as a part of the land development process required by the local jurisdiction. County of San Diego staff will

prepare and/or review the CEQA and NEPA documentation, as appropriate. Applicants will be apprised of the progress of the environmental processing and anticipated date of HUD's Release of Funds.

From the time the application has been submitted, the applicant must not commit funds or take any choice limiting actions as defined by HUD 24 CFR Part 58.22 regulations, (including, but not limited to, property acquisition, contracts for excavation, filling, construction, rehabilitation, or other physical activities) until completion of the environmental processing and HUD's formal Release of Funds, regardless of whether the work would be accomplished with federal funds or other matching funds. Failure to comply will jeopardize the availability of HUD funds for the development. The County may conduct the NEPA environmental review, as applicable, using information provided in the application.

The applicant/developer is responsible for the payment of County staff time related to environmental review. Payment to the County will be included with the development finance closing.

14. Equal Opportunity

Equal opportunity is encouraged in procurement and contract award. Toward this end, proposals from disabled veteran-owned businesses, women-owned businesses, minority-owned businesses, Section 3 Business Concerns (24 CFR Part 75) and local firms are strongly encouraged. Prime contractors are encouraged to subcontract or join venture with these firms.

15. Evidence of Funding Commitments

Letters of intent from other lenders must include the name, title, and telephone number of the responsible contact person.

16. Evidence of Site Control

Applicants must possess control of the proposed development site through fee title, an option to purchase, a disposition and development agreement with a public agency, a land sales contract, leasehold with development provisions or any other enforceable instrument.

17. Evidence of Supportive Services

Applicants must specify the type and level of supportive services to be provided to special needs populations, as applicable. In addition, applicants must provide evidence of commitment for the supportive services proposed and information about the supportive services provider and their ability to carry out services. The use of services by residents may not be imposed on a mandatory basis. Funding requires that supportive services only be made available on a voluntary basis.

18. Insurance

Specific insurance requirements will be provided based on the final scope of work for an approved NOFA submission. Sample Borrower's Insurance Requirements are included in Attachment B below.

Proposals involving buildings constructed prior to 1978 may be adversely affected by strict regulations requiring the remediation/removal of lead-based paint and asbestos-containing building materials, making rehabilitation of older buildings infeasible in some cases. Lead-based paint regulations, effective September 2000 appear in [24 CFR §35](#). Further information on lead-based paint hazard reduction can be obtained from the HUD Office of Lead Hazard Control and Healthy Homes.

19. Location Map and Plans

Applicants must provide a location map, site plans, floor plans, and development renderings/photos.

20. Management Plan

The applicant will be required to submit a Management Plan for review and approval. Additionally, HACSD requires a Crime Free element to all management plans. A copy of the sample lease agreement and any addenda are also required, see Attachment D for the Management Plan Checklist.

21. Partnership Agreement

As applicable, applicant must provide partnership agreements for the development.

22. Physical Needs Assessment

Proposals involving acquisition for rehabilitation must contain specific information on the physical condition of the structure(s), as well as the estimated cost for the rehabilitation work, and may require testing of major building systems. A Physical Needs Assessment (PNA) conducted by an independent third party must be submitted for proposals involving rehabilitation activities. The PNA must include the repair or replacement of major building systems to extend the service life of the property improvements for a minimum of 15 years and the estimated cost for the rehabilitation work. Applicants are encouraged to obtain a PNA prior to making a final offer for purchase of a property. To avoid delays, applicants must provide a termite report for any proposal involving acquisition of existing housing and/or structures that will be renovated. In addition, testing for asbestos, residual pesticides, mold, and water damage may be required.

23. Pre-construction Conference

Successful applicants shall hold a “pre-construction conference” with the bid winning contractor and sub-contractors following contract award and before commencement of construction. The pre-construction conference must announce if Federal Labor Standards and Davis-Bacon Act requirements apply, and that contractors must submit copies of weekly payrolls to the assigned project manager for verification that appropriate wage rates were paid. In addition, the pre-construction conference must announce that the requirements of Section 3 (24 CFR Part 75) apply. The project administrator must promptly review all such payrolls upon receipt, sign, and date the payroll following verification and maintain such payrolls on file for review during monitoring visits. Minutes of the pre-construction conference that document the discussion of federal regulations must be kept in the project files.

24. Preliminary Title Report

Applicant must provide a preliminary title report.

25. Rehabilitation Estimate

All developments involving rehabilitation must include the repair or replacement of major building systems to extend the service life of the property improvements for a minimum of 15 years. Testing of major building systems may be required.

26. Rehabilitation Standards

Rehabilitation activities must conform to Rehabilitation Standards pursuant to [24 CFR §5.703](#). Note that rehabilitation and acquisition projects must conform to the Uniform Physical Condition Standards (UPCS). The UPCS are uniform national standards established by HUD for housing that is decent, safe, sanitary, and in good repair, pursuant to [24 CFR §5.703](#).

27. Relocation Plan

NOFA applications involving relocation of residents (residential or commercial) shall include an anti-displacement/relocation plan in compliance with relocation local, State, and or Federal laws as applicable by funding source. Applicants are strongly encouraged to contract with a relocation

consultant to manage the relocation process. Developments may be subject to California Government Code Section 7260 et seq., and 25 CCR Section 6000 et seq. and/or the California Relocation Assistance Act or Uniform Acquisition and Relocation Act of 1970 (URA), as revised, and Section 104(d) of the Housing and Community Development Act of 1974, as amended, may apply. Proposed relocation plans must budget for all relocation and displacement costs, including costs for temporary relocation during construction or rehabilitation. Relocation Plans must include a current copy of rent rolls, as of the date of submission, detailing family income, household characteristics and current rent paid per household.

28. Relocation Noticing

A Voluntary Acquisition Notice must be delivered to the seller of the property prior to making an offer, entering into a purchase agreement, and submittal of the NOFA application. Evidence of the manner and proof of delivery must be included with the NOFA application. Upon submission of the NOFA application, tenants (residential or commercial) must receive a written General Information Notice notifying tenants of their rights under the Uniform Relocation Act, as revised. New rental applicants to the proposed development must also receive a written notification “Notice to Prospective Tenant” informing them of the proposed acquisition/rehabilitation of the property. All notices must be hand delivered or sent via U.S. Certified Mail. Applicant must document the manner of delivery and provide delivery receipts. Applicants are strongly encouraged to contract with a relocation consultant to manage the relocation process.

29. Tenant Characteristics Form

If the proposed development is currently occupied, a Tenant Characteristics Form is required to determine the extent of relocation.

30. Transition Reserve

Permanent Supportive Housing Developments and Developments with Project Based subsidies shall have a transition reserve in the amount established by HACSD in the event that any Project-based rental assistance is not renewed, or in the event that operating subsidies are exhausted, and the development cannot secure sufficient replacement rental or operating subsidies to continue without immediately raising rents.

The minimum amount of the transition reserve for renewable Project-based rental assistance shall be the amount sufficient to prevent rent increases for one year following the loss of the rental assistance.

If rent increases are necessary after exhausting all transition reserve funds such increases shall only be permitted to the minimum extent required for financial feasibility, as determined by HACSD

31. Zoning

At the time of application, applicant must demonstrate that the development site’s zoning will permit the scope of development as proposed.

NOFA ATTACHMENTS

ATTACHMENT A – Program Basics

This information is highly abridged and is applicable only to this NOFA. Applicants are responsible for reviewing and adhering to the complete regulations for the PBV program.

PROJECT BASED VOUCHER (PBV) PROGRAM BASICS

Subject to availability at the time of funding, HCD may provide the opportunity for an allocation of up to 250 HCV Project-Based Vouchers (PBV) for multi-family rental housing developments. PBV contracts will have an initial 20-year term. The PBV program is a federal Section 8 housing subsidy program that ties rental assistance directly to a specific unit or development. PBV participants are required to live in a development that is participating in the PBV Program.

Housing Authority of the County of San Diego's (HACSD) Project-Based Vouchers can be used for existing housing, new construction and substantially rehabilitated developments comprised of multi-family units. Allocations of PBVs will only be awarded to multifamily rental housing developments that will be occupied by qualified, very-low income, special needs households with incomes at or below 30 percent of the area median income. Special needs households are defined in further detail in the paragraphs below. Housing developments allocated PBVs may be located within the Urban County (as identified earlier in this NOFA) and the additional cities of Chula Vista, El Cajon, Escondido, La Mesa, San Marcos, Santee, or Vista. All applications requesting PBV allocations will be reviewed for the following criteria:

- The Development's contributions to the geographical distribution of affordable housing throughout the jurisdiction, promoting the de-concentration of poverty and furthering fair housing objectives; and
- Demonstrated community support for the development.

New construction and substantially rehabilitated developments are subject to an environmental review under the National Environmental Policy Act (NEPA) or are subject to a determination of being exempt or excluded from the requirements of the Act. Developments applying for PBVs are also subject to a subsidy layering review.

In order to ensure that the developments meet the appropriate level of Housing Quality Standards (HQS), the development must be inspected for compliance with Section 8 HQS prior to the execution of the Housing Assistance Payment (HAP) contract with the development owner or designee. The PBV rent limits and specific Contract terms shall be based upon the development's characteristics, fair market rent, the Housing Choice Voucher payment standard at time of Contract execution, and an analysis of "rent reasonableness." An analysis of the proposed PBV rents will be conducted to determine "rent reasonableness" based upon a comparison of rents for comparable unassisted units in the local market.

Your attention is directed to HUD regulations pertaining to the PBV program found in 24 CFR Parts 982 and 983, and HACSD 2021 Administrative Plan.

BROADBAND INFRASTRUCTURE – Construction and rehabilitation development allocated PBV's must include the installation of broadband infrastructure as defined in 24 CFR 5.100.

In general, the Public Housing Authority (PHA) may not select a proposal to provide PBV assistance for units in a development or enter into an Agreement to enter into a Housing Assistance Payment (AHAP)

contract to provide PBV assistance for units in a development, if the total number of dwelling units in the development that will receive PBV assistance during the term of the PBV HAP contract is more than the greater of 25 units or 25 percent of the number of dwelling units (assisted or unassisted) in the development. There are three exceptions to this rule:

- The units are exclusively for elderly families
- The units are for households eligible for supportive services available to all families receiving PBV assistance in the development.
- Units where the development is located in a census tract with a poverty rate of 20 percent or less, as determined in the most recent American Community Survey Five-Year estimates

The PHA may not pay housing assistance under a PBV HAP contract for ineligible housing types (CFR 983.53).

Ineligible Housing types include:

1. Shared housing
2. Units on the grounds of a penal, reformatory, medical, mental or similar public or private institution
3. Nursing homes or facilities providing continuous psychiatric, medical, nursing services, board and care, or intermediate care.
4. Units that are owned or controlled by an educational institution or its affiliate and are designated for occupancy by students of the institution.
5. Manufactured homes
6. Cooperative housing
7. Transitional housing
8. High-rise elevator project for families with children. The PHA may not attach or pay PBV assistance to a high-rise elevator project that may be occupied by families with children unless the PHA initially determines there is no practical alternative, and HUD approves such finding.
9. Owner-occupied units
10. Unit occupied by an ineligible family. Before a PHA selects a specific unit to which assistance is to be attached, the PHA must determine whether the unit is occupied and, if occupied, whether the unit's occupants are eligible for assistance.
11. SRO units not eligible for this NOFA (County policy)

The following types of subsidized housing are ineligible to receive PBV assistance from the HACSD (CFR 983.54):

1. A Public Housing dwelling unit
2. A unit subsidized with any other form of Section 8 Assistance (tenant-based or project-based)
3. A unit subsidized with any governmental subsidy (a subsidy that pays all or any part of the rent)
4. A unit subsidized with any governmental subsidy that covers all or any part of the operating costs of the housing
5. A unit subsidized with Section 236 rental assistance payments
6. A unit subsidized with rental assistance payments under Section 521 of the Housing Act of 1949, 42 USC 1490a (a Rural Housing Service Program)
7. A section 202 project for non-elderly persons with disabilities (assistance under Section

162 of the Housing and Community Development Act of 1987, 12 U.S.C. 1701q note)

8. Section 811 project-based supportive housing for persons with disabilities
9. Section 202 supportive housing for the elderly
10. A Section 101 rent supplement project
11. A unit subsidized with any form of tenant-based rental assistance (as defined at 24 CFR 982.1(b)(2)) (e.g., a unit subsidized with tenant-based rental assistance under the HOME program, 42 U.S.C. 12701, et seq.)
12. A unit with any other duplicative federal, state, or local housing subsidy, as determined by HUD or by the PHA in accordance with HUD requirements. For this purpose, "housing subsidy" does not include the housing component of a welfare payment; a social security payment; or a federal, state, or local tax concession (such as relief from local real property taxes).

In order to ensure that the projects meet the appropriate level of Housing Quality Standards (HQS), the project must be inspected for compliance with Section 8 HQS prior to the execution of the PBV Contract (Contract) with the project owner or designee. The PBV rent limits and specific Contract terms shall be based upon the project's characteristics, fair market rent, the Housing Choice Voucher payment standard at time of Contract execution, and an analysis of "rent reasonableness". An analysis of the proposed PBV rents will be conducted to determine "rent reasonableness" based upon a comparison of rents for comparable unassisted units in the local market.

Vacancy Loss/Damage Claims

The HACSD will not make payment to the owner for vacancy loss or damages to the unit.

Rent Reasonableness

Rent reasonableness determinations will be conducted for project-based developments in the same manner as those conducted for the units in the tenant-based assistance program. The PBV rent limits and specific contract terms shall be based upon the project's characteristics, fair market rent, the HCV payment standard at time of contract execution, and an analysis of "rent reasonableness." An analysis of the proposed PBV rents will be conducted to determine "rent reasonableness," based upon a comparison of rents for comparable unassisted units in the local market. However, units in developments with contracts to the contrary, to the extent any other restrictions applicable to the property limit the rent and/or occupancy of the property, the most restrictive shall apply.

Waiting List

Vacancies will be filled from an eligible list of applicants from the HACSD in conjunction with the appropriate Coordinated Entry System. The owner must notify the HACSD when vacancies occur.

The HACSD will determine tenant eligibility for the PBV program.

ATTACHMENT B – Affirmatively Fair Housing Marketing Plan

The [Affirmatively Fair Housing Marketing Plan \(AFHMP\)](https://www.hud.gov/sites/documents/935-2A.PDF) can be found at <https://www.hud.gov/sites/documents/935-2A.PDF> . This document must include all items outlined in this NOFA and must be submitted as part of the complete application packet. If awarded funding, the AFHMP must be approved by The US Department of Housing and Urban Development and submitted to HACSD prior to leasing units.

ATTACHMENT C – San Diego County Income Limits

Effective April 1, 2021*

Area Median Income (AMI) \$95,100

| Family Size | 80% AMI Low Income | 50% AMI Very Low Income | 30% AMI Extremely Low Income |
|--------------------|-------------------------------|------------------------------------|---|
| 1 | \$67,900 | \$42,450 | \$25,450 |
| 2 | \$77,600 | \$48,500 | \$29,100 |
| 3 | \$87,300 | \$54,550 | \$32,750 |
| 4 | \$97,000 | \$60,600 | \$36,350 |
| 5 | \$104,800 | \$65,450 | \$39,300 |
| 6 | \$112,550 | \$70,300 | \$42,200 |
| 7 | \$120,300 | \$75,150 | \$45,100 |
| 8 | \$128,050 | \$80,000 | \$48,000 |

*Income Limits outlined in the table above are current as of the NOFA release date. Developments must abide by the County income limits as they may be amended from time to time.

ATTACHMENT D – Management Plan Checklist

Proposals including the acquisition of existing housing must include a Management Plan for review and approval by HACSD. In addition, HACSD requires a crime-free element in the Management Plan. Also required is a copy of the sample lease agreement and any addenda.

The Management Plan is required to follow the format below.

MANAGEMENT

- | | |
|--|---|
| <input type="checkbox"/> Role and Responsibility of the Owner and/or Delegation of Authority of the Managing Agent | <input type="checkbox"/> Accounting Basis |
| <input type="checkbox"/> Description of Site/Units | <input type="checkbox"/> Collections and Disbursements |
| <input type="checkbox"/> Scope of Duties | <input type="checkbox"/> Contracting, Purchasing, Cost Controls |
| <input type="checkbox"/> Changes in Management | <input type="checkbox"/> Compliance and Reporting |
| <input type="checkbox"/> Personnel Policy and Staffing Arrangements | <input type="checkbox"/> Vacancies and Rent Losses |
| <input type="checkbox"/> Hiring and Personnel Policies | <input type="checkbox"/> Security Deposits |
| <input type="checkbox"/> Projected Staffing (On-Site Manager 16 or more units) | <input type="checkbox"/> Emergency Plan |
| <input type="checkbox"/> Training and Monitoring | <input type="checkbox"/> Emergency Protocol |
| <input type="checkbox"/> Hiring of Residents | <input type="checkbox"/> Evacuation Routes |
| <input type="checkbox"/> Maintaining Adequate Accounting Records and Handling Necessary Forms and Vouchers | <input type="checkbox"/> Evacuation Plan for tenants needing assistance in exiting the building |
| | <input type="checkbox"/> Provisions for Update of Management Plan |
| | <input type="checkbox"/> Insurance |

OCCUPANCY

- | | |
|--|--|
| <input type="checkbox"/> Plan and Procedures for Publicizing and Achieving Early and Continued Occupancy | <input type="checkbox"/> Right to Hearing |
| <input type="checkbox"/> Outreach (Affirmative Fair Housing Marketing Plan and Advertising plan) AFHMP must be approved by HUD prior to leasing units | <input type="checkbox"/> Eviction Procedures |
| <input type="checkbox"/> Resident Selection | <input type="checkbox"/> Plans for Enhancing Resident-Management Relations |
| <input type="checkbox"/> Waiting List | <input type="checkbox"/> Resident Organization(s) |
| <input type="checkbox"/> Orientation | <input type="checkbox"/> Community Room |
| <input type="checkbox"/> Procedures for Determining Resident Eligibility and for Certifying and Annually Recertifying Household Income and Size | <input type="checkbox"/> Auxiliary Program |
| <input type="checkbox"/> Initial Certification | <input type="checkbox"/> Property Management Plan |
| <input type="checkbox"/> Recertification | <input type="checkbox"/> Policies and practices to prevent evictions |
| <input type="checkbox"/> Changes in Eligibility During Occupancy | <input type="checkbox"/> Reasonable accommodations policies and practices |
| <input type="checkbox"/> Leasing Procedures | <input type="checkbox"/> Tenant Files Management |
| <input type="checkbox"/> Rent Collection | <input type="checkbox"/> Property Management Software |
| <input type="checkbox"/> Rent Payment | <input type="checkbox"/> Privacy and Sensitive Information Safeguards |
| <input type="checkbox"/> Late Rents | |
| <input type="checkbox"/> Rent Increases | |
| <input type="checkbox"/> Procedure for Appeal, Grievance and Eviction | |

**MANAGEMENT PLAN CHECKLIST
(CONTINUED)**

MAINTENANCE AND SECURITY

- Construction Follow-Up
- Maintenance Programs
 - Maintenance Duties
 - Maintenance Supervision and Performance
 - Resident Maintenance Requests
 - Resident Neglect and Abuse
 - Reconditioning for New Residents
 - Preventive Maintenance
 - Emergency Maintenance
 - Gardening and Landscape
 - Contract Maintenance
 - Maintenance Stock Control
- Security

GRIEVANCE AND APPEAL PROCEDURE

- Definitions
- Applicability
- Right to a Hearing
- Types of Hearings
 - Informal Hearing
 - Presentation of Grievance
 - Summary and Answer
 - Request for a Formal Hearing
 - Failure to Request a Hearing
 - Formal Hearing
 - Selection of the Hearing Officer or Hearing Panel
 - Time Limits
 - Fair Hearing
 - Private Hearing
 - Discovery
 - Disputed Carrying Charges or Other Charges
 - Proof
 - Failure to Appear at Hearing
- Decisions of the Hearing Officer or Hearing Panel
 - Binding Effect
 - Proposed Decision
 - Written Decision
 - Costs
- Enforcement of Hearing Officer's or Hearing Panel's Decision
 - Compliance with Decision
 - Failure to Comply with Decision
 - Enforcement of an Eviction Action
 - Right to Go to Court