

	A	B	C	D
1	City of San José			
2	PROPERTY MANAGEMENT CHECKLIST			
3				
4	Project Developer/Sponsor/Contact:			
5	Link to Company Website:			
6				
7	Property Management Agent/Contact:			
8	Link to Company Website:			
9	Link to Property Management Plan <i>(if available)</i> :			
10				
11	(CSJ ONLY) Approval Date/Name:			
12				
13				
14	POLICY/PROCEDURE ITEM	PURPOSE	DOCUMENT & REFERENCE <small>(include page#'s & links to additional docs - if unavailable/not required, please mark N/A)</small>	PROVISIONS
15				
16				
17	Occupancy		<i>Complete the columns below</i>	<i>Complete the columns below</i>
18	Marketing Strategy/Advertising	City of San Jose Housing Portal and other marketing tools that are being strategized and used.		
19	AFHMP (Affirmative Fair Housing Marketing Plan)	AFHMP is required for all CSJ Properties, please attach plan and reference any other marketing strategies (link if feasible)		
20	Tenant criteria	Address screening of extremely low, very low, low, moderate incomes; other selection criteria		
21	Tenant criteria II	Additional criteria for specific subsidies (TIP, RR etc.)		
22	Resident eligibility	What are the practices and procedures for assessing resident eligibility		
23	Tenant Preferences	How does the plan take into account tenant preferences, and what is the documentation process for this		
24	Waitlist policy and procedure	When is the list created/opened/closed/clarify procedures		
25	House/Community rules	Please attach the house/community rules for City review		
26	Fair Housing Policies	How Fair Housing policies are implemented		
27	Move in/out inspection	Procedures and policies		
28	Special Target Occupancy Procedures (e.g., Homeless)	Are there policies/procedures for targeted occupancy, list and describe		
29	Annual Income Re-Certification			
30	Annual income re-certification - Tenant Income Certification	Language must discuss tenants being re-certified on an annual basis.		
31	Procedures for annual certifications.	Description of what is included in annual certification & timelines of notifications etc. Is this done on-site, offsite, contracted etc.		
32	Verifications	Criteria as set forth in Section 42 of the IRS Code and will be followed for third party verifications.		
33	Rental/Lease Agreement			
34	Rental/Lease Agreement	Form of rental/lease agreement		
35	Lease Attachments/Addendums	Community rules, emergency procedures, pest, parking, guests, VAWA Terminology		
36	A copy of the affordability restrictions, or an addendum summarizing the restrictions with the City must be attached to every lease agreement.	Form of attachment		
37	The lease must include a place for the client to sign stating they received a copy of the A/R's	Form of acknowledgement of AR, and understanding of AMI & certification requirements throughout tenancy		

	A	B	C	D
38	Leasing Plans & Procedures			
39	Displaced tenants	If a tenant needs to be temporarily relocated for repairs, please clarify whether there are additional plans outlined for their relocation in this particular plan.		
40	Tenancy denied	How are they informed of their denied residency, and is there a subsequent follow-up process with reports available		
41	Income verification	Discuss procedures for conducting third party verifications.		
42	Recertification requirement	Procedures for re-certification (CSJ follows TCAC Policies)		
43	Pre-occupancy orientation	Is there an orientation/what is discussed.		
44	Over-income policy	Is there a policy for addressing tenants whose incomes increase		
45	Rent increases	5% annual allowable per CSJ - describe company procedure in calculating increases		
46	Rental history requirements	What are the requirements to rent		
47	Minimum income requirements	What is the policy for income minimums/rent payment percentages		
48	Criminal background requirements	Are felons considered/what is prohibited/etc.		
49	Credit references requirements	Poor credit, etc.		
50	Procedures for Appeal and Grievance			
51	Eviction process	Detailed procedures for evictions		
52	Resident complaints	How resident complaints are handled and processed.		
53	House Rule complaints and violations	Monitoring and processing of house rule violations		
54	Rules violation	Procedures for notifying tenants of rule violations		
55	Resident Occupancy Standards			
56	Permissible Absences	Primary place of residence - extended absences.		
57	Resident Incapacity	Management responsibility if tenant becomes incapacitated.		
58	Live-in Attendants	What is required for live-in attendants.		
59	Owner/Agent Responsibilities			
60	Role of agent and relationship to owner	Contractual responsibility and relationship		
61	Role and Responsibility of the owner	Items required by agent of owner		
62	Hiring policies	How will staff be selected and hired		
63	Staff Training	How are staff trained in affordable housing		
64	Management agreement term and renewal	The term of the agreement and provisions for renewal/termination		
65	Fiscal Management			
66	General operating account -uses and procedures	How/when funds are received, deposited and disbursed.		
67	Replacement reserves - uses and procedures	How/when funds are received, deposited and disbursed.		
68	Specify procedures for withdrawal from the Reserve Accounts	City requires written approval, plan should include lender approval prior to release of funds.		
69	Security deposits - management policy and procedures	How/when funds are received, deposited and disbursed.		
70	Operating reserve accounts - uses and procedures	How/when funds are received, deposited and disbursed.		
71	Budget and audit approval procedures	How are property operating and capital budgets and audits prepared and approved		
72	Employment Policies & Staffing (not limited to)			
73	Staffing Plan for property	Plan should be specific in regards to staffing. How many staff (full and part time) will be working at property including maintenance, casework & servicers. Detail the jobs, hours onsite and functions.		
74	Fair Housing Trainings	Reasonable Accommodation/Modification requests, Fair Housing		
75	Employee Compliance Trainings	TCS, COS, Compliance and certifications training requirements		

	A	B	C	D
76	Employee Trainings regarding Effective Communication and De-Escalation with Mentally Ill Tenants or Staff	Training on effective communication techniques with tenants in various stages of mental crisis; panic attacks, an episode of psychosis, and incidents of aggressive behavior.		
77	Employee Diversity, Inclusion & Equity Training	Integrating diversity and inclusion strategies in recruitment, performance management, leadership assessment, training, and neurodiversity. Distinctively understanding, accepting, and valuing differences between people, including those of different races, ethnicities, genders, ages, religions, disabilities, and sexual orientations, along with differences in education, personalities, skill sets, experiences, and knowledge bases. Employees build a clear understanding of key concepts such as racial equity, structural racism, and neurodiversity, and gain tools and practices for counteracting bias in their work and practices.		
78	Employment Policies	Description of personnel administration policies and procedures		
79	Rent Collection Policies & Procedures			
80	3-Day Notices	List procedures for notices.		
81	Eviction procedures	Detail eviction procedures.		
82	Recovery of damages in excess of security deposit	Are there procedures for this occurrence		
83	Rent increases	Procedures for rent increases		
84	Rent collection	Due dates and procedures		
85	Delinquent rents	Procedures for delinquent rents		
86	Reporting Requirements			
87	Record retention and security	How long are records retained and where.		
88	Budgeting and financial reporting	Frequency and approval of budgeting, operating variances		
89	Tenant Participation Plan	(required with Federal Funding - sec. 92.303)		
90	Services Plan	What is the scope of services, MOU between agencies, and reporting requirements & schedule		
91	Audits	What are the procedures for preparation and approval of audits		
92	Maintenance & Security			
93	Preventative maintenance schedules delineated.	Maintenance and repair schedules		
94	Response time to emergency calls & regular maintenance calls.	Plans for regular and emergency maintenance		
95	Scheduled/regular unit inspections by manager.	Discusses Move in and Move out, lease violations, housekeeping plans etc.		
96	Ground/landscaping/janitorial services.	Source of repair, maintenance and grounds services		
97	Security Plan	Form of security/company/etc.		
98	Emergency plan	Procedures and responsibilities for emergency response		
99	Purchasing Procedures & Internal Auditing			
100	Owner gives permission for expenses exceeding defined limit	Please provide detail of the hierarchy for spending		
101	Oversight of purchasing and expenditures	Describe expenditure and purchasing controls		
102	Insurance Requirements			
103	Insurance requirements and procedures for assuring no lapse in coverage.	Must state that lenders (City) must be provided a current declaration page prior to the expiration of existing coverage.		
104	Agent Compensation			
105	Fee basis	Percent of income versus per unit compensation; services covered		
106	Any additional fees or compensation to agent/affiliate	Any additional reimbursement or compensation for other services		
107				