

4 Steps to a Successful MOR

North Tampa Housing Development Corporation

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SAHMA CONFERENCE -
JACKSONVILLE



Who Am I

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17 years experience in subsidized housing- 12 of those on the management side of the MOR, and 5 with NTHDC.



Who is NTHDC? Who is CGI Federal?

- In 2004, the U.S. Department of Housing and Urban Development announced its award for Performance-Based Contract Administration for the Project-based Section 8 program for the State of Florida to North Tampa Housing Development Corporation (a non-profit entity of the Tampa Housing Authority).
- Under the terms of the award, North Tampa Housing Development Corporation (NTHDC) entered into a partnership agreement with CGI to establish and manage the performance-based Section 8 contract administration initiative.





Session Agenda

- Know your MOR Report Form 9834
- Be Informed and Prepared
- Self Audit
- Expand Your Knowledge



STEP ONE
Know Your MOR Form 9834

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Step One- Know your 9834

Part A- General Appearance and Security

- General Appearance- What do YOU see?
 - Are the grounds, parking lots, buildings, breezeways, etc... in good condition, clean and free of damage? Is there attractive landscaping?
 - Can you tell the difference between your property and a market property?
- Security- Are you monitoring regularly and documenting follow up of activity occurring on the property?



Step One- Know your 9834

Part B- Follow-up and Monitoring of Project Inspections

- REAC follow-up- Have you reviewed your REAC from the past 12 months and made certain ALL items are complete?
- Lead Based Paint- Do you have LBP? Have a copy of your inspection? Are you aware of the requirements and following/documenting your Lead Hazard Control Plan (LHCP)?



Step One- Know your 9834

Part C- Maintenance and Standard Operating Procedures

- Maintenance- Have past work orders and open work orders (with explanations) ready for review.
- Vacancy & Turnover- Are you tracking the number of days from MO until unit is ready for occupancy? Tracking MO to MI? Less than 30 days?
- Energy Conservation- What are you doing to promote energy conservation?



Step One- Know your 9834

Part E- Leasing and Occupancy

- Have you reviewed your Application, Tenant Selection Plan, House Rules, Pet Rules, Lease, etc... to ensure they are up to date and reference the required information?
- Are your files, waiting lists, and/or documents in order and being maintained properly?
- Are your waiting lists detailed, in order, and being maintained properly?



Step One- Know your 9834

Part F- Tenant/Management Relations

- Do you have sufficient grievance procedures and appeal processes in place?
- Do you provide Tenant Services, a Service Coordinator, a Neighborhood Network Center? If not, do you provide the residents with information about services in the area that may meet their needs?
- Do you encourage (and document) tenant involvement in project operations?

Step One- Know your 9834

Part G- General Management Practices

- Have you documented and followed up on all complaints with NTHDC, HUD, Fair Housing?
- How do you implement HUD changes in policies and procedures- home office, on-site?
- Training in place?
- Are EIV procedures sufficient as required and are they being followed?

STEP TWO

Be Informed and Prepared

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Step Two- Be Informed and Prepared

Know what the program type is and what regulations apply

Know the program specific requirements for the property:

- Lease and Lease requirements
- Security deposit amount required
- Income limits (pre & post 81 universe)
- Preferences required
- Clientele/population to be served
- Specific definitions for program type



Step Two- Be Informed and Prepared

Controlling Documents

- Know where your controlling documents are (Original HAP, etc...) and know what they say and/or require. Have them available.

Gather Documents on Addendum C

Obtain completed Addendum B



Step Two- Be Informed and Prepared

Prepare a MOR Binder

- Can assemble in order of 1.) the Addendum C list of documents or 2.) in the order of the Form 9834.
- Permanent/Semi-permanent Documents can be added once and then updated as needed.
- This will cut the preparation time and organize documents for easy retrieval and review during the MOR.



STEP THREE

Self Audit

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Review Policies & Procedures

- Review documents in place.
 - Read your Tenant Selection Plan, Applications, forms, etc.. to ensure they reflect your current operating policies and procedures.
- Review EIV Policies, Procedures and Reports.
- Ensure site and staff have been properly trained and that site practices match the established procedures in place.



Step Three- Self Audit

File Review

- Set up a schedule to review certification files on a regular basis.
- Use the MOR Form 9834 Tenant File Worksheet (Addendum A) as a tool/guideline.
- Utilize the NTHDC presentations and training handouts like the Addendum A worksheet that has detailed notes about what to look for in each section. This was recently used at NTHDC trainings.



STEP FOUR

Expand Your Knowledge

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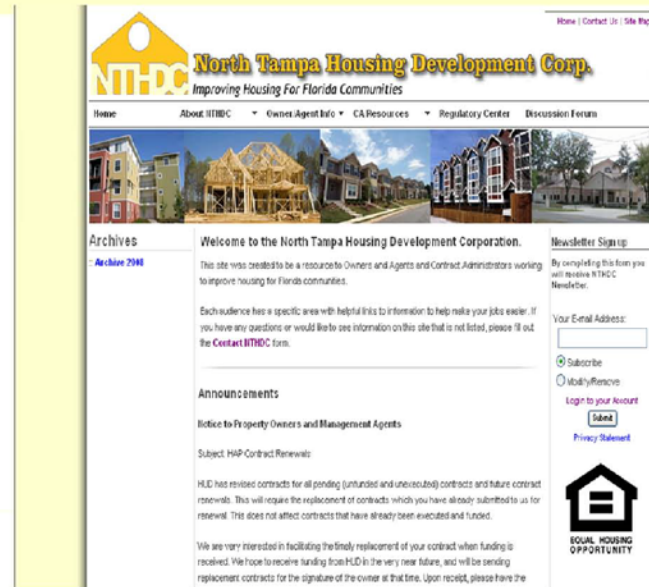
Step Four- Expand Your Knowledge

Stay Informed of News and Updates as they are issued:

- RHIP Listserv at:
<http://www.hud.gov/subscribe/maillinglist.cfm>
- Local Multifamily HUD field Office at:
<http://www.hud.gov/subscribe/localmaillinglist.cfm#fl>
- NTHDC Newsletters and Discussion Forums



NTHDC is Excited to Announce the Launch of Our New and Improved Website



Features Include:

- **Interactive Questions and Answers**
- **Announcement Section for Up to Date Changes in HUD Policy.**
- **RSS Feeds**
- **Discussion Forum**
- **Regulatory Center**
- **HUD Policy Documents and Forms**
- **Upcoming Events**
- **Access to Industry Presentations**

<http://NTHDC.org>



Step Four- Expand Your Knowledge

Attend Training

- Utilize SAHMA, FAHSA, NTHDC, HUD webcasts, etc... whenever available.

ASK QUESTIONS

- If you don't know, are not sure, or just want to confirm you knew the answer all along, ask!
- Use your email.
- Use your telephone.
- Talk to each other.



Questions???



Supplement to Presentation

ADDENDUM A TENANT FILE WORKSHEET NTHDC Training Document

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