DELAWARE STATE HOUSING AUTHORITY
MANAGEMENT AND MARKETING PLAN REQUIREMENTS

(binder format)

Description of Development(s)
A. Development Name
B. Main Office
C. Site Office
D. Unit Breakdown
E. Construction
F. Development Profile

Management Company Profile
A. Organization and Organizational Chart
B. Employee Policies

Accounting Policies and Procedures
A. Software
B. Resident accounting procedures
C. Security Deposits
D. Operating accounting procedures
E. Internal Control procedures
E. Procedures for controlling fixed assets
F. Operating budgets
G. Property insurance and fidelity coverage
H. Lender and investor reporting requirements
I. Audit requirements

Site Staffing
A. Employee Selection Policies
B. Job Descriptions including the number of employees in the following capacities, but not limited to: Supervisory, clerical, management, maintenance, social services, accounting, as applicable.
C. Personnel Policies
D. Security Measures

Marketing Plan
A. Description of Target Population
B. Affirmative Fair Housing Marketing Plan
C. Advertising methods and procedures
D. Other marketing plans

Leasing and Occupancy (all should be written for Delaware and the Delaware Landlord Tenant Code)
A. Occupancy Standards
B. Resident Selection Plan
C. Rent-Up Process
D. Resident Screening Criteria
E. Waiting List Procedures
F. Lease, rules and regulations, and leasing issues
G. Transfers
H. Violence Against Women Act required policies
I. Eviction procedures

Qualifying Residents, Application, and Eligibility Procedures
A. Verification and documentation procedures, policies and forms
B. Certification and Recertification procedures, policies and forms
C. Resident Files

Fair Housing
A. Management Compliance
B. Special Considerations
C. Reasonable Accommodations

Rent Collection Policies and Procedures
A. Detail weekly collections procedures
B. Documentation procedures

Preventive Maintenance and Cleaning, including
A. Inspections (how often, who performs, process, forms, move-in vs. quarterly, annual state, etc.)
B. Instruction
C. Extermination
D. Repainting
E. Maintenance Procedures, including work orders
F. Garbage/Trash Removal
G. Housekeeping, if applicable
H. Records
I. Fire Evacuation

Resident and Management Key Control

Social Services, if applicable
Case Management Services
Resident Training Procedures
Tenant Orientation
Tenant Classes

Emergency Procedures

Appendix A – Legal Documents
Lease
Rules and Regulations

Appendix B – Sample Resident Notices and Correspondence