

**DELAWARE STATE HOUSING AUTHORITY  
MANAGEMENT AGENT SELECTION PROCEDURE  
SUBMISSION REQUIREMENTS**

DSHA requires all management agents that manage any affordable housing program/property that receives financing or subsidy through DSHA to be approved. The management agent must meet all of DSHA's requirements for management agent approval. The following are the submission requirements for DSHA review and approval:

1. Submit DSHA's Management Agent Qualification Questionnaire. The Questionnaire submission should include all required attachments and should be submitted in a binder format with appropriate labeling for attachments.
  - a. NOTE: All DSHA management agent requirements must be met prior to submission for approval. Five years' experience must be demonstrated in the Questionnaire and/or attachments.
2. Submit the most recent HUD Form No. 2530 – Previous Participation as processed by HUD, if applicable.
3. Additional requirements:
  - a. Resume of management agent/company
  - b. Resume of each staff person involved in properties managed in Delaware.
  - c. List of developments currently and previously managed and period of time managed.
  - d. For all tax credit properties managed, a written letter from the Limited Partner (investor) recommending approval.
  - e. Confirmation that the management agent is properly bonded and can increase bonding capacity.
  - f. Certification from State Bank Commissioner that management agent/company is licensed broker or affiliated with a licensed broker in the State of Delaware.
  - g. Comprehensive Management Plan (Example Management and Marketing Plan)  
The management plan should include at a minimum the following:
    - i. Screening criteria and waiting list management;
    - ii. Occupancy requirements;
    - iii. Income certification procedures;
    - iv. Leasing procedures;
    - v. Maintenance (general and preventative) procedures;
    - vi. Accounting procedures, including tenant accounting.
4. An interview of the management firm may be conducted, when possible.

A careful review of the required documents and information submitted will be completed. DSHA will evaluate and assess the management agent/company to assure the management agent/company meets all DSHA management agent threshold and requirements. Upon Approval of the management agent, a management agreement acceptable to DSHA, HUD, Limited Partners and lenders will be executed.