

**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, ect.)
- 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