

**ATTACHMENT E
MANAGEMENT AGENT QUESTIONNAIRE**

Date: _____
Person Completing this Questionnaire: _____
Title: _____
Owner (LHA Name): _____
Proposed Management Agent (LHA Name): _____

Directions: Owner should request that the prospective Management Agent complete and submit this questionnaire prior to entering into a Management Services Agreement. Answer each question in the field provided; use additional sheets as necessary. Owners are advised to review the prospective Management Agent’s Performance Management Review (PMR) and the Agreed Upon Procedures (AUP), which are state-mandated assessments of LHA operations, management and compliance. These reports are available on DHCD’s website.

1) What is the Managing Agent Executive Director’s experience in managing state public housing? Answer here or provide a resume.

2) Is the Management Agent’s portfolio similar to the Owner’s (i.e. number of family, elderly/disabled developments, and/or programs)?

3) Will the Management Agent be allocating any executive director, administrative and/or maintenance staff time exclusively at the Owner LHA’s physical office or property? If so, which personnel and for how many hours per week for each?

4) Does the Management Agent use a software system for its operations? If yes, identify which software and describe which functions the software provides.

5) Will the Management Agent utilize this system at the Owner's properties and/or programs?

6) Generally, how long will it take for Management Agent staff to arrive at the Owner's property in response to an emergency work order request or urgent resident matter?

7) Has the Management Agent managed another LHA(s)? If so, which one(s) and for how long?

8) Under current leadership, what programs and/or changes has the Management Agent instituted at its LHA or at Owner LHA(s) it manages that has maximized long-term property value, operational efficiency and cost-effectiveness, or resident satisfaction?

9) What is the general feedback from the Management Agent's Local Tenant Organization, Resident Advisory Board, and/or Boards of other Owner LHAs that it manages?

10) Have past Management Agent Performance Management Reviews indicated any trended issues (i.e., the same recommendation(s) or Corrective Action(s) in consecutive PMRs)?

11) Have past Management Agent Agreed Upon Procedures indicated any trended issues (i.e., Corrective Action in the same category for consecutive AUPs)?

12) What is the Management Agent's plan to resolve any trended issues in the PMR or AUP? Does the time and/or resources required to implement the plan interfere with the Management Agent's ability to simultaneously manage the Owner?

13) Additional Question: _____

14) Additional Question: _____

15) Additional Question: _____

[Use additional sheets, if necessary]