**ATTACHMENT F**

**MANAGEMENT AGENT QUESTIONNAIRE**

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| 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 offering to enter into a Management Services Agreement. Answer each question in the field provided; use additional sheets as necessary. At a minimum, DHCD expects that the LHA will review the prospective Management Agent’s published 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.

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

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1. 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?

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

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1. Will the Management Agent utilize this system at the Owner’s properties and/or programs?

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1. 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?

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

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1. What programs and/or changes has the Management Agent instituted at its LHA or at Owner LHA(s) it manages that have improved physical conditions, operational efficiency, and resident satisfaction?

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1. What is the general feedback from the Management Agent’s Local Tenant Organization, Resident Surveys (attached to Annual Plan), Resident Advisory Board, and/or Boards of other Owner LHAs that it manages?

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

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

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1. 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?

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13) Are there other charges not included in the management fee, such as reimbursements or other “off-contract” charge-backs (i.e. maintenance service fee for Owner LHA’s licensed plumber, etc.)?

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14) Additional Question: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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15) Additional Question: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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[Use additional sheets, if necessary]