# REQUEST FOR PROPOSAL
# AND STATEMENT OF QUALIFICATIONS
# FOR PROPERTY MANAGEMENT SERVICES

## PART I INFORMATION

A. Cumberland Green Cooperative will accept proposals with Statements of Qualifications from experienced property management organization to manage our Cooperative. Cumberland Green Cooperative Townhouses is a group of 204 townhouse dwelling units on 33 acres. We offer six different home styles. From a one bedroom single story units to a two story four bedroom units. The Cooperative provides a RV storage lot, swimming pool, clubhouse, basketball court and 2 parks for use by its members. Interested firms should submit five (8) copies of their proposal in the format described below to:

CUMBERLAND GREEN COOPERATIVE
Richard Berendson
President
1796 Cumberland Green
Unit 454
St Charles, Illinois 60174

The initial contract period shall be that of three (3) years.

B. Technical information regarding the Cooperative may be obtained from Mr. Richard Berendson, President, Home (630) 587-5544. Work (630) 942-2312.

C. Cumberland Green Cooperative reserves the right to reject any or all proposals and to select the firm which in its judgment, best meets the needs of the Cooperative. The Cooperative further reserves the right to terminate the contract with proper notice.

D. The selection process contemplated by this request for proposals will result in the selection of a firm to manage the Cooperative.

## PART II **PROPERTY MANAGEMENT RESPONSIBILITIES**

A. Quick turnover of vacant units to families of appropriate size and income.

B. Management will work with the Board of Directors and committees in order to instruct the residents on how to control, operate and manage this property. This shall include on/off site training, hands on experience and understanding of all essential requirement to operate the Cooperative.

C. Ensure that the Cooperative is well maintained, provide safe and sanitary conditions, make necessary repairs, respond to tenant complaints and arrange for provision of the entire Cooperative's services and utilities.

D. Supervise the Cooperative's employees, oversee all payroll services, and order all necessary supplies, equipment, labor and services.

E. Set up marketing plans and procedures for maintaining full occupancy and maintain a waiting list.

F. Bill and collect rent from residents, enforce terms of resident's lease and take appropriate legal actions.

G. Perform all necessary accounting functions.

H. Provide accurate and timely monthly reports to Board members. If it is to thoroughly analyze and understand the co-op's financial position, the board needs the following written reports every month:

- Accounts Receivable from Members and Former Members
- Accounts Payable by the Co-op
- Copy of Bank Statement and Reconciliation
- Vacancies and Collections
- Move-In/Move-Out Reports
- List of Prepaid Residents
- Status of Accounts and Schedule of Disbursements
- Cash flow report.
- Delinquencies of members
- Copy of waiting list
- Listing of all contracts and expiration dates
- Cooperative requirement due dates for the year
- Monthly maintenance and preventive maintenance report.
- Report of all current and pending legal matters

I. Provide a detailed program for preventive and emergency maintenance and repair, including regular inspection of dwelling units, schedule for painting and redecorating, and inventory and servicing of appliances and equipment

J. Maintain accurate records and meeting HUD & IDHA requirements, including procedures for monthly reporting required for special programs, such as rent supplement or interest reduction subsidies

K. Provide accurate and timely reports to the members. This is to include the publication of the monthly Cooperative news letter and the report for the annual meeting.

L. Maintain good tenant relations and meet with tenants as needed.

M. Prepare and over see the budget for the cooperative. A narrative of each line item should be included with the budget. Report 4 times a year to the Board of Directors as to whether or not there was a variance in line with the budget and why.

## PART III REQUIRED COMPONENTS OF THIS RFP SUBMISSION

Cumberland Green Cooperative has tried to make this submission as brief as possible while still collecting sufficient information to ascertain the experience and capabilities of your firm. We are also asking for some sample reports for properties similar to Cumberland Green Cooperative.

### SECTION I

### FIRM QUALIFICATION QUESTIONNAIRE

The unique nature of Cumberland Green Cooperative requires seasoned management skills. Therefore, we are requiring the following firm experience and professional certifications. Submit as attachment 1.

Firms failing to met any one of the following requirements or minimum eligibility criteria will be rejected with out further evaluation:

- The proposal must include all required information requested in this section of the RFP.
- A minimum of ten (10) years experience managing a minimum of 150 units of low income housing by at least one firm principal.
- A minimum of five (5) years experience in managing Cooperative's and section 236 properties and preparing annual tax credit recertification fillings with IDHA and HUD.

- Certified Property Management earned by individual with direct responsibility for the management of Cumberland Green Cooperative. Additional staff and principal's certifications will be considered.

**SECTION II**

**MANAGEMENT EXPERIENCE**

List of properties currently managed and properties managed at any time during the past three years. If there was a property that is or was problematic, do not exclude it. Please provide a footnote explaining the problem and how it was resolved. Provide the following information for each property: <u>Label this attachment as Attachment 2</u>

Provide the address of the property and the project name if applicable.

- Describe the location of the project including the name of the neighborhood (if it has one), the section of town or the Community Board.
- Indicate the number of buildings and how many separate structures are involved in the project.
- The total number of units in the project.
- List all construction details including the number of stories, type of structure and whether it is New Construction Moderate Rehab or older Existing Housing (e.g. 2 story, garden apartments, constructed 2 years ago, etc.).
- Indicate the ownership type such as rental, coop, condo, or sonic combination.
- Indicate your firm's role as manager, owner/manager or receiver of the property.
- Indicate the income levels of the project residents.
- Indicate any government programs used to finance construction (e.g. Low Income Housing Tax Credits, home or rental subsidies in place, etc).
- Indicate the date your firm started managing the property and the date management ended if your firm no longer manages the property.
- Provide the property owner (s) name and address.
- If a property is delinquent in Real Estate Taxes, or other regular charges (e.g. water charges, sewer charges), please provide an explanation in footnote on the chart.

**SECTION III**

**MANAGEMENT FEE BID FORM**

Complete and submit your bid as Attachment 3. Be sure to include all fees you intend to charge and any salaries you intend to charge to the project. Please note that the project has a limited income stream. We are seeking a firm that will provide high quality management services within the project budget.

**SECTION IV**

**PROPOSED MANAGEMENT PLAN**

Attach a Management Plan for overseeing our property. Label this attachment as Attachment 4.

Your Plan should contain a comprehensive and detailed description of the policies and procedures your firm will follow while managing the property, including staff qualifications. It is within this document that you should detail your firm's ability and willingness to provide direction to, and support for, the preparation for resident management. Because the Management Plan will be attached to and, by reference, made a part of the Management Agreement, it is subject to negotiation.

The Plan should describe the firm's management and maintenance staffing policies (e.g. what staff is on site, how they are supervised, what repairs are handled by firm staff and what repairs are contracted out). The Plan should also describe policies and procedures for various management tasks including resident selection and screening, resident orientation, resident certification and re-certification, rent collection and delinquencies, resident complaints, routine maintenance, emergencies, security and tenant relations.

**SECTION V**

**PROPOSALS**

If there are particular processes you propose to put in place for our project, please include them as Attachment 4-A.

**SECTION VI**

**SAMPLE OF REPORTS**

Attach a sample set of reports for a project in your current portfolio that would normally be provided to owners. Label the report as Attachment 5. If at all possible, please choose a property similar to the one described in this R.FP.

**SECTION VII**

**FINANCIAL REPORT**

Attach the most recent audited financial report available for your firm. Label the report as Attachment 6.

**SECTION VIII**

**OTHER INFORMATION**

Include any other information which may be helpful to the Selection Committee in evaluating your firm's qualifications, including peer reviews within the past three years and any disciplinary action received within the past three years. Also, describe any regulatory action taken by any oversight body against the organization or local office.

Label this attachment as Attachment 7.

**PART IV REVIEW AND EVALUATION PROCESS:**

During the three weeks following the submission of proposals, we will review the documents submitted, call references and others who have worked with your firm, visit sites in your current portfolio, visit management offices to view staff and systems in operations and discuss portfolios and approaches to management with your firm's staff and principals.

It is our intention to select the firm that presents the best combination of experience, capacity, sensitivity to the needs of our cooperative.

**PART V INSTRUCTIONS ABOUT SUBMISSIONS AND KEY DATES**

8 copies of your proposal and all attachments and exhibits must be received by close of business on Friday, September 4, 2002 by Richard Berendson, President Cumberland Green Cooperative. Send all proposals to my person mailing address and not the cooperatives address.

Richard Berendson
1796 Cumberland Green
Unit 454
St Charles, Illinois 60174

If you require a guided tour of Cumberland Green Cooperative please contact Richard Berendson. Home (630) 587-5544 Work (630) 942-2312

The committee hopes to complete the review and evaluation process of RFP’s by our September 9, 2002 board meeting.

We will schedule a presentation in front of the whole board of directors in September of all qualified firms still being reviewed. We will begin contract negotiations shortly thereafter and have a tentative management agreement by November 11, 2002 board of directors meeting. Management agreement taking effect in January 2003.

**FIRM QUALIFICATION QUESTIONNAIRE**

1. Date Firm was established.___________________

2. Size of portfolio and duration of management.
   Number of buildings/units firm currently manages.________________
   Number of buildings/units firm has managed for more than 3 years.____________

3. Names and addresses of Principals also include position and length of time with firm:

________________________________________________________________________
________________________________________________________________________
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4. Experience managing governmentally assisted housing particularly projects financed with Low Income housing Tax Credits, section 236, HOME, local government financing particular to the area etc. Summarize in one or two sentences. Do not list addresses here. Include them on Management Experience Listing.

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5. Experience managing projects with low/moderate income residents, particularly residents receiving Section 236 Rental Subsidies and or on Public Assistance. Summarize in one or two sentences. Do not list addresses here. Include them on Management Experience Listing.

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6. Computer capabilities of firm. Briefly describe your computer system below, include: hardware configuration, the name of the Property management software, key software features, particularly its ability to handle special needs of subsidized housing e.g. accounting for rent payments received so that resident and government portions are tracked and reported separately; certification of resident incomes and family composition; linkages with HUD compliance software etc.

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7. Staffing
   a. Attach resumes for principals and key staff.
   b. List number and titles or functions of individuals or staff, indicate languages spoken.
      Attach Organizational Chart if one exists.

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   c. List names of staff who will work on this project and their role on this project:
      (Attached resumes if not already provided as part' of 7a above)

______________________________________________________________________
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   d. If firm has recently been engaged to manage additional projects that are not reflected in the current management figures above and on the management Experience listing, describe the size of the new project(s), management start date and whether you plan to hire new staff for the project(s) or use existing staff.

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8. Name, Address, Phone and Occupation for 3 References

9. Provide any additional information you think will help introduce your firm. Include brochures of they exist.

**MANAGEMENT FEE BID FORM**
**COMPLETE EITHER SECTION A OR SECTION B AND SECTION C**

Please be advised that it is expected that the management fee of either a percentage of rent roll or a flat dollar amount per month will be all inclusive. However, if you intend to add other fees or charge staff to the project operating budget, we would like to know about these items at the outset so that we can take them Into account in evaluating your proposed fee.

**SECTION A. - FOR PERCENTAGE FEE BID.**

OUR MANAGEMENT FEE WILL BE ____ % OF ________________
Select one of the following and print on line above:
rents billed
rents collected
gross potential rent
other (describe in words on line above).

**SECTION B.- FOR FLAT FEE BID:**

OUR MANAGEMENT FEE WILL BE A FLAT FEE OF **$**____________ PER UNIT PER MONTH.

**SECTION C. - ADDITIONAL CHARGES:**

Transaction Fees and Extra Item Charges:
If you intend to charge additional fees for various transactions or for any other items, describe each charge below and enter fee:

____________________________________________________ **$**______________
____________________________________________________ **$**______________
____________________________________________________ **$**______________
____________________________________________________ **$**______________

Salaries:
If you intend to expense any firm salaries or portion of salaries to the project budget (other than those which are specifically included in the Project Budget included as Attachment B to the RFP), please specify below:
Title, Annual Salary, and amount you intend to charge to the project each month.

Title __________________________ Salary ________ Amt to Budget_____________
Title __________________________ Salary ________ Amt to Budget_____________
Title __________________________ Salary ________ Amt to Budget_____________
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Title __________________________ Salary ________ Amt to Budget_____________

## Property Management Experience

# Properties Managed at At Any Time During Past 3 Years

| Project Address | Neighbor-hood | # of Units | Construction Type | Owner Type | Firm Name | Income Levels | Programs Used | Management Start / Finish | Owner Name Address and Phone # |
|---|---|---|---|---|---|---|---|---|---|
| | | | # Stories New const/ mod rehab | Rental / coop/ condo | Owner/ managed /reciever | Low/ Low-mod/ mod/ market/ mixed | LHTC, Sec 8, Sec 17,Sec 236, Home, other | mm/yy | |
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## Property Management Experience

# Current Portfolio

| Project Address | Neighbor-hood | # of Units | Construction Type | Owner Type | Firm Name | Income Levels | Programs Used | Management Start / Finish | Owner Name Address and Phone # |
|---|---|---|---|---|---|---|---|---|---|
| | | | # Stories New const/ mod rehab | Rental / coop/ condo | Owner/ managed /reciever | Low/ Low-mod/ mod/ market/ mixed | LHTC, Sec 8, Sec 17,Sec 236, Home, other | mm/yy | |
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