REQUEST FOR BOARD ACTION

ITEM NO. 5

DATE OF MEETING: April 20, 2015

REQUESTED BY: Judith Herring, Housing Director

SHORT TITLE: Request for approval of the 2015 Revision of the Management Plan for Country Court Apartments.

BACKGROUND: Pursuant to its agreements with USDA/RD, Pender County is required to maintain a Management Plan for Country Court Apartments. The plan is supposed to be reviewed and revised, as necessary, every three years. The Management Plan was last revised in 2012.

There are three changes included in the 2015 plan. The changes incorporate a shift from using a maintenance contractor to including maintenance as part of a staff position and includes language that lets us bill the staff time to the Country Court budget. The plan incorporates an updated charge list for damages. The plan also raises the late fee from $10 to $15.

The plan has been sent to the Area Administrator for USDA/RD for review. However, formal approval from USDA/RD is pending until the plan is approved by the Board. If the revised plan is approved, changes will be effective July 1, 2015.

SPECIFIC ACTION REQUESTED: Approval of the 2015 revision of the Management Plan for Country Court Apartments.

PENDER COUNTY HOUSING DEPARTMENT

MANAGEMENT PLAN

FOR THE USDA/RURAL DEVELOPMENT PROJECT:

COUNTRY COURT APARTMENTS

REVISED March 2015
EFFECTIVE July 1, 2015

Section 1

ROLE AND RESPONSIBILITY OF THE OWNER AND THE RELATIONSHIP AND DELEGATION OF AUTHORITY TO THE MANAGEMENT AGENT:

The owner of Country Court Apartments, the USDA/RD Project, is the Pender County Housing Authority. The Pender County Board of County Commissioners serves as the Housing Authority Board and selected Pender County Housing Department (PCHD) to act as the "management agent" for the project.

PCHD is responsible for day-to-day operations of the project and will have direct responsibility for contact with project residents. It is the PCHD's responsibility to ensure smooth operation of the project. The Department currently consists of the Housing Department Director, an Administrative Assistant and a part-time Housing Inspector who is qualified to provide basic maintenance at Country Court. Staff report to the Housing Department Director. The Director reports to the County Manager.

PCHD is currently located at 805 South Walker Street Burgaw, North Carolina, 28425. This is the primary office location. There is no office on-site at Country Court.

The Pender County Finance Department assists the financial operations of Country Court by paying invoices, balancing bank accounts, receiving income and provides any required financial reports.

DRAFT

RESPONSIBILITIES OF THE PCHD STAFF:

The Staff is responsible for operations and management, including but not limited to:

- Completing re-examinations of resident income at least annually, and more often as necessary;
- Marketing the project to community organizations and target populations;
- Collection of application fees, rents, late fees, damage billings and re-payment of over-paid rental assistance, as applicable;
- Enforcing Lease terms;
- Supervising maintenance and providing basic maintenance, where qualified to do so;
- Resolving resident problems and/or complaints;
- Submitting bills to Finance for timely payment;
- Drafting the annual budget;
- Completing required USDA/RD Reports; and
- Reporting to the County Manager.

RESPONSIBILITY OF BOARD MEMBERS

The Board is responsible for overall guidance and direction for the Housing Authority and the County, including PCHD, as Managing Agent.

DRAFT

Section 2
PERSONNEL POLICY AND STAFFING REQUIREMENTS:

PCHD, as a department of Pender County, functions in accordance with County policies for hiring, promotion and conditions of employment. Pender County is an Equal Opportunity Employer.

The current management staff for Country Court is the PCHD staff. The staff is not exclusive to Country Court and shares time with the Housing Choice Voucher Program and CDBG program administrative duties (as needed). The employees are supported primarily by the Housing Choice Voucher Program. However, the U S Department of Housing and Urban Development (HUD) does not permit administrative funds to be used for other program. Administration of the program is currently covered by the management fee paid by the project. Operation costs and basic maintenance services are paid out of the project budget. Staffing requirements will be assessed periodically and modified, as necessary.

DRAFT

TRAINING

On-the-job training will be provided by senior personnel as necessary. Staff will also utilize the knowledge of other Rural Development Management Agents, as necessary. PCHD staff will attend USDA/RD training, when provided. Training will be provided via SPECTRUM Companies, Nan McKay, Nelrod and other companies or non-profits, as available, and may include but are not limited to:

- Rules and Regulations for USDA/Rural Development;
    - Deviations
    - Income Definitions
- Property Management;
- Marketing;
- Lease Enforcement; and
- Fair Housing.

Section 3

MARKETING UNITS AND MAINTAINING FULL OCCUPANCY AND AFFIRMATIVE FAIR HOUSING:

All marketing practices will follow the approved Affirmative Fair Housing Marketing Plan. At least annually, and more often when/if there are vacancies, PCHD will advertise notice that it is accepting applications for the Country Court Apartments. Local Newspapers and the County's website will serve as the advertising mediums. A picture, along with project information, is displayed in the Department's offices. All persons inquiring in the office can view the information. Contacts with local agencies will also be utilized to the fullest extent possible.

WAITING LIST

A waiting list will be maintained, as required. The waiting list is managed and updated by PCHD staff. Staff is responsible for entering applicants on the waiting list and to choose names from the list in order of date and time of application. Once applicants reach the top of the waiting list, Staff will review the applicant further to determine if the household is eligible for the project.

SPECIAL COMMUNICATION

Upon notification of need, PCHD may make special arrangements to communicate with the sight or hearing impaired. Accessibility for the hearing impaired is provided by the State TTD/TDY telephone service provider and/or interpreter. We have access to bilingual employees in other departments to help with Spanish translations.

REASONABLE ACCOMMODATION

By written request, PCHD will make reasonable accommodation for persons with disabilities including changing faucets, door knobs, grab bars and assigning accessible parking spaces. PCHD may grant requests including, but not specifically limited to:

- Accommodations requested by mobility impaired applicants/residents for an assigned, reserved parking space near to that person's dwelling unit as possible;
- In the case that the project has a policy prohibiting pets, accommodations will be made for applicants/residents with impairments that require service animals to permit a service animal to live in the unit; and

DRAFT

- Accommodation requests that require structural changes will be reviewed to determine if the request can be met at a reasonable cost and without compromising the structural integrity of the unit and/or building. No increase in Security Deposit is required for such an accommodation, if approved. However, the resident may be required to pay the cost of restoring the unit upon move-out. If required, reimbursement for the cost of restoration may be made through a repayment agreement, may be advanced by the resident through a pre-arranged deposit format or may be paid-in-full upon move-out. If a pre-arranged deposit format is used, any money collected in excess of the cost of restoration, including interest earned on the account, will be refunded to the resident.

Requests for reasonable accommodation from persons with disabilities will be granted upon verification that they meet the need presented by the disability and they do not create an "undue financial and administrative burden" for the PCHD, meaning an action requiring "significant difficulty or expense". In determining whether accommodation would create an undue hardship, the following guidelines will apply:

- The nature and cost of the accommodation needed;
- The overall financial resources of Country Court that may be involved in the provision of the reasonable accommodation; and
- The effect on expenses and resources, or the likely impact on the operation of Country Court as a result of the accommodation.

VERIFICATION OF REQUEST FOR REASONABLE ACCOMMODATION

The need for a reasonable accommodation may be verified with a knowledgeable, medical professional who can reasonably be expected to have knowledge of the applicant/participant's situation. PCHD will utilize outside organizations to provide assistance for persons as needed to facilitate the request. In the case that the need is obvious, such as the need for a wheel-chair ramp where one does not exist, verification of need may not be required. All requests for access and granting of accommodations must be approved by the Director or his/her designee.

FAIR HOUSING POLICY

It is the policy of PCHD to comply fully with all Federal, State and local nondiscrimination laws and with the rules and regulations governing Fair Housing and Equal Opportunity in housing and employment. We will not deny any family or individual the opportunity to apply for or receive assistance via USDA/RD Programs on the basis of race, color, sex, religion, creed, national or ethnic origin, age, familial status, handicap or disability.

DRAFT

To further its commitment to full compliance with applicable Civil Rights laws, PCHD will provide Federal/State/local information to residents regarding "discrimination" and any recourse available to them if they are victims of discrimination. Such information will be made available during the family lease-up briefing, and all applicable Fair Housing Information and Discrimination Complaint Forms will be made available upon request. Except as otherwise provided in 24 CFR 8.21(c)(1), 8.24(a), 8.25, and 8.31, no individual with disabilities shall be denied the benefits of, be excluded from participation in, or otherwise be subjected to discrimination because our facilities are inaccessible to or unusable by persons with disabilities. PCHD's office is accessible to persons with disabilities. Posters and housing information are displayed in locations throughout our office in such a manner as to be easily read from a wheelchair.

AFFIRMATIVE ACTION

PCHD takes affirmative action to provide opportunities to participate in the program to persons or families who, because of factors such as race, ethnicity, head of household gender, age, disability or source of income, are less likely to apply.

NON-DISCRIMINATION CERTIFICATION

PCHD will not discriminate because of race, color, religion, creed, familial status, disability, national origin, age or marital status. Information will be given to families regarding discrimination and the recourses available to them in order to eliminate situation or procedures that create a barrier to equal housing opportunity for all. If an applicant/resident claims illegal discrimination because of one of the above reasons, PCHD will provide information to the family on how to fill out and file a complaint. The applicant/resident will also be given information on contacting any Fair Housing, Legal Aide or other Agencies that assist families facing discrimination.

PRIVACY POLICY AND PRACTICES

PCHD's policy regarding the release of information is designed to safeguard the privacy of applicants and participant families. It follows Federal, State and local laws that restrict the release of family or household information. Requests for information by outside Agencies or parties must include a signed request for release of information specifically allowing PCHD to provide the requested information. The exceptions to this rule include only those Agencies with whom PCHD has entered into a Memorandum of Understanding (MOU) for cooperation and sharing information on mutual clients, such as the Department of Social Services.

DRAFT

Files containing personal information on applicants and families are stored in a secure manner, accessible only to authorized staff, and may include electronic records storage. Staff is not permitted to remove files from PCHD offices, whether in paper or electronic formats, except when necessary to perform the needs of the job.

A medical diagnosis is not purposefully requested or collected by PCHD. Any information inadvertently obtained by PCHD that may lead to disclosure of the nature of a disability will be returned to the individual when possible. Information will be kept if it is vital to determination of eligibility or the need for a "Reasonable Accommodation", as defined in this document. In such case, the information will kept secure and will be reviewed only by staff on an "as needed" basis and the Director in cases where a reasonable accommodation request is under consideration.

DRAFT

Section 4
ELIGIBILITY AND CERTIFICATION OF INCOME:

All applications and records will be kept in accordance with 7 CFR 3560. Applications will be complete by program applicants and kept of file by PCHD. The waiting list will be maintained in chronological order according to the date and time of application, as previously stated in this document.

DRAFT

APPLICATION FEE

PCHD requires an application fee of $20 to cover the cost of the criminal and credit background check for each adult household member. A background check of all adult household members is required as part of the eligibility verification process for Country Court and may not be paid by other programs administered by PCHD. The fee will be collected at the time an applicant reaches the top of the waiting list and is being reviewed for eligibility and any time a resident applies to add another adult to the household (charges apply to the new household member only).

ELIGIBILITY

Applicants must be the following eligibility criteria:

- The applicant's adjusted annual income must meet the definition of very-low, low or moderate income in accordance with the income guidelines published by USDA/RD,
- Adult household members must have acceptable criminal backgrounds in accordance with policies established by PCHD for the Housing Choice Voucher Program (a HUD program),
- Heads and co-heads of household must have acceptable credit histories including no unpaid collections for utilities or rent and no evictions within the last seven years,
- Families must be otherwise in good standing with the Housing Authority and may not be place if the family owes money to this or any Housing Agency, under any other Federal, State or local housing program,
- Families must meet the USDA/RD occupancy standards as for the size of the unit, and
- Families who have previously occupied the property, and who are applying again, must be in good standing and have a positive rental history from their previous occupancy experience.

Residents' adjusted annual income must be re-determined at least once every 12 months. Residents must be eligible for continued occupancy based on the following criteria:

- The resident's adjusted annual income must continue to meet the definition of very-low, low or moderate income in accordance with the income guidelines published by USDA/RD. Once a resident's adjusted annual income exceeds the moderate income limit established for the Pender County, the resident is no longer eligible and will be required to vacate the project in accordance with the terms of the lease. Residents must meet the income limitation regardless of age or disability.
- The family must continue to meet the occupancy standards for the unit.
- The family must be in good standing and compliant with the terms of the lease.

OCCUPANCY STANDARDS

Occupancy standards are based on USDA/RD guidelines, details of which are included in the lease. PCHD will set reasonable standards in order to assist as many people as possible without overcrowding a unit or the project. PCHD will comply with all reasonable State and local health and safety restrictions regarding the maximum number of occupants permitted to occupy a dwelling unit.

The occupancy standards will be applied with consideration for habitable sleeping rooms only. A kitchen, bathroom, hallway or dining area is not considered to be a habitable sleeping room.

Country Court is a project consisting of all three-bedroom units. Therefore, in placing families on the waiting list and in determining eligibility, PCHD will follow occupancy standards relative to the unit size and will not perpetuate any patterns of occupancy that would be inconsistent with Title VI of the Civil Rights Act of 1964 or the Fair Housing Act.

In setting occupancy standards, PCHD will set the standards to permit the resident to select the unit he/she deems appropriate to their needs provided overcrowding or under-utilization does not occur. Considering that all units in the project are three-bedroom units, we will apply the following standards:

- Families must have one eligible household member per bedroom, spouses or life-partners are not eligible for separate bedroom except as a reasonable accommodation for persons with disabilities;
- The maximum number of persons per unit is eight (8);
- No more than two persons are to occupy a bedroom;
- Persons of different generations or of the opposite sex (excepting spouses or life-partners) and unrelated adults are not required to share a bedroom, but actual sleeping arrangements are at the discretion of the family;
- Children, excepting infants, are not required to share a bedroom with persons of different generations, including their parents;

DRAFT

- Residents may be admitted/or remain provided the unit is not overcrowded or under-utilized and they remain otherwise qualified to receive available rental subsidy based on income;
- When an occupied unit becomes overcrowded or under-utilized, and there is a waiting list for the units, the resident must vacate the unit and the project at the end of the lease term, or within a reasonable time period as established by terms of the lease;
- PCHD may permit temporary occupancy of specially designed or adapted, handicapped accessible units by households not needing such special feature, under the following conditions:
    - No household needing the special features is available to occupy the unit and management has made diligent effort to reach families who qualify for the unit; and
    - The resident agrees to transfer to an appropriate unit if and when it becomes available in the project once an applicant with a disability that requires such features is on the waiting list and is ready to move in.

Nothing in this section requires that a unit be made available to any individual whose tenancy would constitute a direct threat to the health, safety and right to peaceful enjoyment of other individuals or whose tenancy would result in substantial physical damage to the property of others, except when such treatment can be removed by applying a reasonable accommodation.

HOUSEHOLD MEMBERS

When determining eligibility and occupancy, all household members must be considered. Household members may include:

- All persons who are full-time members of the household;
- Dependent minors who are away at school but live with the family during school recesses;
- Dependent minors who are subjects of joint custody arrangement but who live in the unit 51 percent of the time;
- Unborn children or a child in the process of being adopted by a household member; and/or
- A foster child residing in the unit.

SURVIVING/REMAINING HOUSEHOLD MEMBERS

If the head of household moves or dies, remaining household members may qualify for continued occupancy provided that:

- Remaining household members who are currently included in the tenant certification meet the eligibility requirements with the respect to income and occupancy standards requirements.
- Surviving non-elderly or non-disabled co-tenants/co-members will not qualify for the elderly family adjustments to income, unless the individual qualifies on his/her own for adjustments.

DRAFT

- The remaining household member(s) must sign a Succeeding Tenant Certification to establish his/her/their own tenancy.

FORMERLY ELIGIBLE RESIDENTS

Residents who no longer meet the USDA/RD income eligibility requirements will be required to vacate their unit within 30 days or at the end of the initial lease term, whichever is longer unless they are otherwise authorized to remain in the unit. If there is not an eligible applicant on the waiting list for occupancy, the formerly eligible resident may remain until there is an eligible applicant to occupy the unit. At the time an income eligible applicant is available, the formerly eligible tenant will be given a notice to vacate.

Section 5
ADMISSION AND LEASING:

PCHD will follow 7 CFR 3560; USDA/RD Handbook-2-3560 Multi-family Asset Management; the policies outlined in this Management Plan; and the terms of the Lease, when developing admission and leasing policies to ensure consistency.

To ensure that policies are followed, files are subject to review and/or audit by USDA/RD, the Finance Officer, the Housing Director (to review work of subordinate staff members) or other supervisor as deemed necessary by the owner.

Section 6
RENT COLLECTION POLICIES AND PROCEDURES:

Rent is due and payable, in advance, on the first date of each month. Rent may be paid by certified check or Money Order. Personal checks are not accepted. For the resident's safety, we discourage payment of rent in cash. All monies are receipted and handled in accordance with the Pender County Cash Management Policy.

LATE PAYMENT OF RENT

If rent is not received by the 10th day of the month, a late charge of $15 will be charged to the resident's account. Late notices will be sent after the 10th day of the month. If the rent is not paid by the 15th of the month, eviction proceedings may be initiated against the resident. Notices may be hand delivered or mailed by U S Mail.

DRAFT

Acceptance of late rent payments does not constitute a waiver of the rent collection policy.

DRAFT

TERMINATION FOR NON-PAYMENT OF RENT

Per the terms of the lease agreement, PCHD may terminate the resident's lease for good cause such as non-payment of rent or late payment of rent. Residents who are late three times in a 12-month period may be terminated. In cases of non-payment of rent, notice of termination will be given not less than 15 days prior to the termination date.

SECURITY DEPOSIT

A security deposit of $300 is required before an applicant may take possession of a unit. Upon receipt, funds will be recorded and deposited in a separate account in compliance with the law of the State of North Carolina.

In a hardship situation, PCHD may accept a limited term payment agreement allowing the Security Deposit to be paid in installments.

Within 30 days of the resident's move-out date, PCHD will send a written reconciliation of the Security Deposit to the forwarding address left by the resident. Security deposits will be held in an interest bearing or a Security Deposit trust account and may not be co-mingled with other monies held by Pender County.

DRAFT

Section 7
MAINTENANCE AND REPAIR PROGRAM:

Minor and routine maintenance will be provided by Housing Authority staff, where qualified, under the supervision of PCHD or by Pender County maintenance staff, when necessary. The Housing Authority will allot five hours per week for maintenance staff at an hourly rate commiserate with staff salary hourly rates. The availability of qualified staff may be limited. Contractors will be used in cases where a licensed repair person is required, excepting when staff is licensed to perform the repair.

Major repairs, including servicing of appliances and mechanical equipment will be contracted to the lowest responsible bidder and considering the contractor's qualifications.

An outside contractor will provide lawn and other grounds maintenance. A schedule for mowing and other lawn care needs will be established with the contractor.

WORK ORDERS

Residents are asked to report work orders to PCHD by phone, mail or in person. A staff member will complete a written work order. The maintenance staff will pick up outstanding work orders from PCHD's office and return completed work orders to the office. Maintenance staff will evaluate the repair, complete the repair when possible, or recommend the work be referred to a contractor based on the nature of the repair.

EMERGENCY REPAIRS

Emergency repairs will be completed within 24 hours or as soon as possible relative to the availability of skilled repair personnel.

ROUTINE AND PREVENTATIVE MAINTENANCE

Maintenance staff is available a varied scheduled throughout the week. He/she responds to work orders as reported, conducts routine housekeeping inspections, writes inspection reports and tracks maintenance for each unit. He/she will schedule appointments with residents to complete work, when needed.

Routine and scheduled maintenance includes but is not limited to:

- Replaces Air Filters monthly or as needed, but at least bi-monthly;
- Tests Smoke Detectors;
- Performs repairs that can be done by a skilled handy person but do not require a licensed professional;
- Performs monthly housekeeping inspections;
- Coordinating with Pest Control and contractors that require oversight from an owner representative; and
- Evaluates of repair needs on an on-going basis.

SAFETY AND SECURITY

PCHD furnishes the following safety and security items:

- Outside Lighting – provides security for the complex.
- Smoke Detectors – working smoke detectors are providing in each unit.

DRAFT

RESIDENT CHARGES

Per the terms of the lease, residents are responsible for keeping their units decent, safe and sanitary as well as for the behavior of household members and guests. Residents are responsible for reporting maintenance and repair needs as they occur, including repairs for damages caused by a household member or a guest. If damages occur, residents will be charged for repairs at the time of the incident.

At move-out, residents are expected to leave units in the same condition as the units were received, less normal wear and tear. Units are expected to be cleaned at move-out, including (but not limited to) interior and exterior of appliances, cabinets, floors, fixtures, walls, windows and storage rooms. Residents will be charged for cleaning, if the unit is not clean at move-out.

Repairs necessitated age of a unit or appliance, repairs related to storm damage/acts of God or replacement/repairs due to normal wear and tear are not charged to residents. There are no charges for routine maintenance.

A current charge list is attached to this Management Plan and is incorporated in this plan by reference. It may be updated periodically as the cost of goods and services change.

Section 8
TERMINATION OF LEASES AND EVICTION:

PCHD staff is responsible for knowing and following USDA/RD requirements regarding the termination of leases and evictions. Staff must ensure property notice is given to residents when lease termination or eviction is proposed.

Staff is also responsible for knowing and following Lease requirements, State and local laws regarding notification requirements for lease termination and eviction.

PCHD will work with residents in hardship situations to avoid termination and eviction whenever possible. However, PCHD will enforce the terms of the Lease and the requirements/policies of the USDA/RD.

It is PCHD's policy to give non-compliant residents an opportunity to vacate units voluntarily before filing for eviction. Residents who move voluntarily may avoid a negative report on their credit. However, any amounts due to the Housing Authority for rent, repairs, fines or other charges remain due and payable.

PCHD is not permitted to provide assistance to families under any other Federal, State or local housing program until such times as all amounts due to the Housing Authority, on behalf of Country Court, are paid in full.

DRAFT

Section 9
SUPPLEMENTAL SERVICES:

There are no supplemental services offered at this project.

Section 10
ENERGY CONSERVATION

Residents have direct control of all utilities with the exception of area lighting and water. Water for this project is provided by a well. They are briefed at the lease-up briefing on the efficient use of appliances, heating and cooling units, etc., and how to conserve energy in order to reduce/minimize the costs for these items.

If it needed or requested, a group meeting with the utility company representative will be arranged so that residents can receive more information about energy usage and energy conservation.

PCHD provides exterior lighting and water. The cost of the exterior lighting is fixed.

If water consumption becomes a problem, meters may be installed and fees charged to residents for usage.

Section 11
REQUESTING AND IMPLEMENTING A RENT INCREASE AND CHANGES IN THE UTILITY ALLOWANCE:

Rent increase requests will be made in accordance with USDA/RD policies and procedures. PCHD will file a written request for a rent increase with USDA/RD. The effective date of the requested increase will be effective, whenever possible, with the beginning of the County's fiscal year.

Residents will be notified of the request for rent increase at least 60 days prior to the proposed effective date.

At least annually, PCHD will conduct a utility survey by contacting the local electric cooperative to determine the past 12-month average utility bill per unit. The information will be analyzed to determine if the allowance for the project is adequate. Any adjustments will be requested through the annual budget process and at the time of a rent increase request, if any.

DRAFT

Section 12
RURAL DEVELOPMENT ACCOUNTING AND REPORTING REQUIREMENTS:

PCHD, in association with the Pender County Finance Department, is responsible for the preparation and submission of monthly and/or annual reports as may be required by USDA/RD.

PCHD has an established system of record keeping that complies with the directives of USDA/RD. A file will be maintained for each resident. Files may be stored electronically or in paper format. In either case, files will be readily accessible and will include the resident's application, Lease Agreement and other necessary information.

The Pender County Finance Department will provide all accounting, cash management and bookkeeping duties for Country Court. All detailed financial records, receipts, bank statements, reports and records subject to USDA/RD review will be kept in the County Administrative offices at 805 South Walker Street, Burgaw, North Carolina. Records may be stored either electronically or in paper format. In either case, all records will be readily accessible.

Section 13
TENANT – MANAGEMENT RELATIONS

PCHD strives for effective management of the project through consistent implementation of policies and enforcement of Lease terms. Many low-income families have a variety of challenges and Staff will be exercise flexibility and understanding whenever possible as they work with families to help families be successful.

However, PCHD will terminate leases of families who are habitually unable or willfully choose not to meet their responsibilities including those who commit gross lease violations, such as criminal activity. PCHD will evict families who do not vacate the unit as required, in accordance with the notice and the lease.

REVIEW OF PROJECT POLICIES AND LEASE TERMS

All residents must attend a lease-up briefing in which the lease will be reviewed; policies of USDA/RD and PCHD will be reviewed; and housekeeping requirements will be explained. At this time, residents will become familiar with PCHD staff, receive contact information for maintenance and work order procedures.

DISPUTE MANAGEMENT

PCHD will review written requests for resolution of disputes and complaints in accordance with 7 CFR 3560. Grievance and hearing procedures are posted in PCHD's office and can be viewed during normal business hours, Monday through Friday, 8 a.m. until 5 p.m.

DRAFT

Section 14
SECURITY SERVICING

Pender County will follow USDA/RD requirements for fidelity bond coverage. The Finance Office manages payment of insurance and must maintain multi-peril and liability insurance for the project in accordance with USDA/RD requirements. The County insures the property as a part of its portfolio of properties.

Section 15
MANAGEMENT AGREEMENT

The project is being managed by PCHD, a department of Pender County, as stated in a resolution adopted by the Pender County Board of Commissioners serving in their capacity as the Board for the Pender County Housing Authority. No management agreement is required by USDA/RD.

Section 16
MANAGEMENT COMPENSATION

A management fee earned per occupied unit per month will be charged during the fiscal year. Management fees are earned and paid in accordance with current USDA/RD rules and regulations. As of this writing, the management fee is currently $55 per occupied unit per month but the fee will vary based on amounts approved by USDA/RD.

The fee covers responsibilities of the managing the project, but does not include operational expenses such as telephone, postage, computer software, staff time for paperwork such as re-certifications/work-order processing and maintenance costs, including lawn care.

DRAFT

THIS MANAGEMENT PLAN HAS BEEN APPROVED AND ADOPTED AS CERTIFIED BY THE SIGNATURES BELOW:

The plan is approved this _____ day of _____, 2015.

_____

Chairman, Pender County Board of Commissioners for the Pender County Housing Authority
(Board Resolution is Attached Hereto)

_____

USDA/Rural Development Representative

DRAFT

Pender County Housing Department

Post Office Box 1149
805 South Walker Street
Burgaw, North Carolina 28425

Telephone: (910) 259-1208
FAX: (910)259-1343

COUNTRY COURT APARTMENTS
CHARGE LIST

The following is the approved general charge list for the complex. See the Management Plan for Country Court for policies on charging residents. The charges are for materials and may not include labor. Additional charges may be incurred depending on the type of the repair.

Application Fee (per adult household member):	$20
Security Deposit:	$300
Pest Control (other than quarterly routine extermination):	$15
General cleaning after move-out (entire unit):	$300
Oven cleaning (move-out):	$30
Refrigerator cleaning (move-out):	$30
Replacement of damaged mini-blinds:	$15 ea.
Replace missing/damaged smoke detector(s):	$25
Replace smoke alarm batteries:	$3
Drip pans/burner rings for stove:	$10 ea.
Toilet Seat:	$30
Towel racks, toothbrush holders, toilet paper holders:	$10 ea.
Shower rod:	$15
Range hood:	$130
Faucet aerators:	$10
Faucets:	$30
Faucet sprayers:	$15
Cabinet knobs/hinges, outlet and light switch plates:	$10
Cabinet doors/drawers:	Actual cost
Exterior locks:	Actual cost
Mailbox Locks:	Actual cost
Damage to floor tile:	Actual cost
Replacement broken window or broken/missing screen:	Actual cost
Plumbing/HVAC/electrical repairs:	Actual cost
Replacement of damaged appliances:	Actual cost
Repair drywall/ceiling damage:	Actual cost
Replacement interior/exterior/closet doors (incl. jams, as needed):	Actual cost
Trash Removal (after written warning, building or dumpster):	$15 per trip to dump
Lock outs (business hours):	$5.00
Lock outs (after hours):	$20.00
Non-working, untagged vehicles:	Tow Company will charge resident

Any charges listed as "actual cost" will include the charges for materials and labor as they apply to the repair.