

# Regional Housing Authority

Management Plan  
USDA – Rural Development  
Richland Housing  
June 2019



EQUAL HOUSING  
OPPORTUNITY

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## USDA – Rural Development Management Plan (Richland Housing)

### Role and Responsibility of Owner.

- a. Describe and fully justify any identity of interest as described in 7 CFR 3560.

The Regional Housing Authority (RHA) owns and manages the property located in the development titled Richland Housing in Yuba City, California.

- b. Identify the supervisory relationships, and to whom the incumbent of the position responsible for the day-to-day operation of the project is accountable.

The Executive Director has overall responsibility for the project. The Occupancy Manager has primary responsibility and oversight for the implementation of the day-to-day operations of the project. The Eligibility Specialist has responsibility for lease up, day-to-day operations, annual recertification activities, and site management activities. The onsite manager is responsible for collection of rent, operating computer lab, and ensuring the property remains decent, safe, and sanitary. The Operations Manager and Maintenance staff are responsible for the maintenance of the project.

- c. Describe the conditions when the management agent must consult the owner before taking any action.

Not applicable.

- d. Identify the person or position in the owner's organization that is the key contact for the management agent.

The Executive Director of the Authority is the key contact.

- e. Describe the type of decisions to be made by this contact person.

The Executive Director of the Housing Authority is involved in making all decisions related to the project management. The Executive Director in conjunction with the Chief Financial Officer, Operations Manager, and Occupancy Manager make decisions related to the day-to-day operations of the project.

- f. Describe the fundamental responsibilities and duties of the owner and the managing agent. Identify any areas of overlap and describe how the overlap will be handled.

RHA is committed to achieving excellence in providing safe, decent, housing that conforms to regulatory requirements.

The development has multiple sources of funding, Joe Serna/HOME/HCD/HUD and USDA Rural Development. Staff will adhere to the most stringent regulatory requirements when it is in the best interest of the development and assists RHA to further its mission to provide decent, safe, sanitary housing.

- g. Describe any pro rata divisions of singularly incurred operating expense that is common to the management agent and the owner (project) (i.e., fidelity coverage that may be divided between both).

Not applicable.

### Personnel Policy and Staffing Arrangements.

- a. Describe hiring practices of management and their conformance with equal employment opportunity requirements.

RHA is a Government Agency meaning employees are public employees. All hiring practices conform to Equal Opportunity requirements.

b. Include a staffing plan for the project.

The staffing plan for the project includes an allocation of time based on bedroom size for the following positions:

Executive Director  
Executive Assistant/Human Resources Coordinator  
Chief Financial Officer  
Accounting Assistant I  
Operations Manager  
Maintenance Staff  
Housing Inspector  
Occupancy Manger  
Eligibility Specialist  
Eligibility Clerk  
Receptionist  
Onsite Manager  
Key Keepers (if applicable)

c. Describe the lines of authority, responsibility, and accountability (internal controls) within the management entity.

Staff report to their appropriate managers who report to the Executive Director who then reports to the RHA Board of Commissioners.

d. Describe the standards and plans for training and familiarizing employees with their job-related responsibilities and applicable Rural Development program requirements.

All eligibility personnel shall be instructed by knowledgeable personnel in their job responsibilities and in all USDA-RD, HOME/HCD/516 project procedures regarding tenant eligibility, proper size units, rejections, verifications, certifications, waiting lists, etc. The Occupancy Manager and Eligibility Specialist shall also be required to attend certification courses within one year from date of hire and then be recertified every two years.

On-site training sessions of agency staff and onsite managers shall be held annually, or more often as needed. Training session will include inspection of tenant files, project's physical condition and review of safety conditions and safety programs. In addition, staff members' knowledge of USDA-RD regulations will be examined at these sessions.

**Plans and Procedures for marketing units, achieving and maintaining full occupancy and meeting HUD Form 935.2, "Affirmative Fair Housing Marketing Plan" (AFHMP) requirements.**

a. Describe how affirmative marketing practices will be used. Describe the outreach and marketing efforts that will be used to reach those low-income and minority persons who are least likely to apply for such housing without special outreach efforts.

Affirmative marketing practices as set forth in AFHMP will be utilized to reach those low-income and minority persons least likely to apply for occupancy. Outreach letters, RHA website and newspaper ads are currently in affect.

b. Describe the methods that will be used to achieve and maintain the highest possible level of occupancy. When applicable, indicate any additional compensation or incentives that may be allowed management agents for early initial rent-up. (If this area is not covered in the management plan, it will not be allowed at a later date.)

## USDA – Rural Development Management Plan (Richland Housing)

All units are advertised in accordance with AFHMP, which includes: advertising in newspapers at least one time annually. Advertised on our website, [www.regionalha.org](http://www.regionalha.org). Outreach letters sent out annually and in addition, advertising via flyers, phone book, and other local media, if needed.

Upon review and analysis of vacancy rates, analysis of current market trends and other rental property data, it may at times be advised that a “move-in” incentive be advertised to recruit eligible families. The Board of Commissioners has recommended and approved the Executive Director to authorize incentives to include up to the maximum of one month’s rent at note rate, as a discounted amount. This amount can vary depending on bedroom size, current market trends and is to be utilized as a leasing incentive only. The time period that this incentive is available, and who is eligible will be advertised in the vacancy and outreach advertisement. If the applicant does not apply by the noticed cutoff date, they will not be eligible for the incentive.

c. Describe how the units will be advertised. Indicate minimum levels planned regardless of occupancy levels.

Contact shall be made at least annually with those agencies identified in the AFHMP. Fliers advertising the project will be distributed to local groups and posted on community bulletin boards. All units will be advertised in the local newspaper at least one time annually. Applications will be posted on our website, [www.regionalha.org](http://www.regionalha.org).

d. Describe the appropriate communication system, auxiliary aids, or other assistance that will be used to ensure effective communication with applicants, tenants or members and members of the public that have sight or hearing impairments.

Translators and Deaf and Disabled telecommunications centers are used for communication for persons with sight and hearing impairments.

e. Describe the kinds of reasonable accommodation the project can readily provide such as changing water faucets, kitchen equipment, doorknobs, assigning handicap parking spaces, etc.

Reasonable changes to the unit to satisfy request for reasonable accommodations will be at the project expense. Examples: grab bars, faucets, ramps, and doorknobs, etc.

f. Describe the process management will follow in reviewing and determining whether structural modification of an apartment unit is practical and feasible to reasonably accommodate a tenant or household member who has a disability.

Management will review the plans for handicap access for structural modification, if possible. Proposals will be collected and reviewed. The Housing Authority will pay for accessibility accommodations, unless the cost is prohibitive and would hurt the project financially. Such determination will require the concurrence of Rural Development in writing.

g. Provide a sample waiting list.

The waiting list shall be maintained, at the main office, 1455 Butte House Road, Yuba City, CA 95993) in which all applicants shall be placed in chronological (date and time) order. This waiting list contains the same information as the USDA-RD sample waiting list. See attached.

h. Attach copies of sample forms that will be used to record unit condition and indicate who will receive copies of the inspection forms.

Prior to move-in an inspection of the unit is conducted by Housing employees and the tenant. During this time, the unit will be inspected together. During this inspection, the inspector shall prepare a written “Move-in Inspection Report”.

Inspector and prospective tenant shall agree on any repairs needed and both shall sign the inspection report. If repairs are needed a work order is generated and repairs are made immediately. One copy of this inspection report shall be maintained in the tenant's file and one copy attached to tenant's copy of the rental agreement. Copy of inspection report attached.

i. Describe any orientation services to be provided to tenants or members to acquaint them with the project and care of the units. Indicate what printed project information will be given to applicants.

The owner shall provide each tenant with orientation services prior to occupancy of the units. Such orientation will include locations, use and care of the facilities of the project, as well as the individual unit. The tenant shall also be provided a detailed listing of the use and care of the unit appliances and facilities. In addition, RHA will review with each tenant the Lease, House Rules, and service requests. Whenever possible this will be done in the tenants' primary language. Copy of orientation sheet for Rural Development home projects is attached.

j. Identify the person or staff position responsible for determining tenant or member eligibility and their location on the waiting list.

The Eligibility Clerk and Eligibility Specialist shall initially be responsible for determining qualified tenants and their location on the waiting list. The Eligibility Clerk assist by gathering any required documents to assist with making this determination. The Housing Inspector conducts the regular annual management inspections. The Eligibility Specialist conducts reviews of accepted tenant applications and the basis for acceptance. The Eligibility Specialist shall inform the applicants of denied tenancy and the basis for such denial. Denial of tenancy of any perspective tenant will be handled in accordance with USDA-RD procedures.

k. In projects receiving tax credits, explain if special waiting lists will be required when eligible tenants with incomes higher than tax credit limits will be considered for occupancy and how this waiting list will be maintained.

Not applicable.

#### **Procedures for determining eligibility and for certifying and recertifying incomes.**

a. Describe how applications and other records relevant to this function will be kept. If application fees are used, describe them.

Applications and records related to the application shall be kept in a file in chronological order by date and time of applications. The fees paid by the project are limited to the cost of actual services incurred for obtaining necessary information associated with completing the tenant certification. These include credit reports, criminal reports, sex offender searches and the application process; they are listed as part of the annual operating budget.

b. Describe the level of knowledge, skill, and ability that management official(s) will be expected to possess BEFORE assuming rental related duties such as application processing, eligibility determination, selection, unit assignments, certification, recertification, rent or occupancy charge collection, and record keeping. This discussion should mention training and testing to be provided or obtained to achieve and maintain the level expected.

RHA is responsible and knowledgeable regarding certification and recertification requirements and assumes management duties which include understanding the following basic responsibilities of USDA-RD guidelines and procedures of:

1. Application
2. Waiting List
3. New Move-Ins
4. Certification process

## USDA – Rural Development Management Plan (Richland Housing)

5. Leases
6. House rules
7. Collecting Rents
8. All corresponding paperwork

The Eligibility Specialist shall be tested for his/her comprehension of USDA-RD requirements. This testing shall be conducted on a regular basis. All managers shall be certified within one year as required by USDA-RD. Project staff will attend Rural Development trainings, meetings, and management updates. Additionally, when appropriate, trainings are available, staff will be encouraged to attend.

### Leasing and Occupancy Policies.

- a. Describe the occupancy standards for the project. (This could be shown as an annex to the management plan).

Occupancy Standards are as follows:

0 Bedroom	1-2 people
1 Bedroom	1-2 people
2 Bedroom	2-4 people
3 Bedroom	3-6 people
4 Bedroom	5-8 people

- b. Describe the project admission and leasing/occupancy policies and procedures, and criteria for selecting tenants/members for occupancy.

Tenants must meet the following general requirements (Richland – 516 off farm labor/ Multi-family housing):

1. Active Farm Labor, very low-income, low-income, moderate income
2. Retired/Disabled active in local area farm labor at the time of retirement/disability, very low-income, low-income, moderate income
3. Retired/Disabled active in farm labor outside the local area at the time of retirement/disability
4. Qualify as very low-income, low-income, moderate-income households
5. Meet 214 Residency requirements (verification of immigration status)
6. Applicants that meet any of the following conditions must be given priority over other applicants in the same income category:
  - Existing tenant that must vacate an accessible unit
  - Existing tenants that are over or under housed
  - Applicant has a Letter of Priority Entitlement (LOPE) issued by USDA-RD
  - Applicant was displaced from Agency-financed housing, but was not issued a LOPE
  - An existing tenant household who is required to move to a smaller or larger unit due to a change in household size may take priority over persons on the waiting list.

- c. Describe the level of knowledge, skill, and ability that management official(s) will be expected to understand and apply regarding project lease provisions and prohibitions, occupancy standards, and admissions policies.

The Executive Director will have knowledge and understanding of the regulations and requirements for managing a multi-family project. The Chief Financial Officer will have knowledge and experience in preparing budgets for Rural Development. The Occupancy Manager and Eligibility Specialist will have primary day-to-day responsibility for

understanding and enforcing lease provisions and prohibitions, occupancy standards and admissions policies. The Onsite Manager will have understanding and knowledge of lease provisions and assist with enforcing the lease.

d. Describe special procedures that will be used where the marketing area includes non-English speaking or reading person to assure that such persons will understand leases or occupancy agreements and established rules.

RHA employs a diverse group of staff members who are bi-lingual English/Spanish, English/Punjabi. When possible, efforts will be made to ensure that applicants, tenants, and members of the public are able to communicate in their primary language. If RHA does not have a person on staff that is able to translate to the language needed, RHA utilizes the Language Line to assist with such translations. If RHA is unable to locate a translator for a specific language, i.e. Braille Sign Language, we will contract with the appropriate local resource center to address the issue. For the hearing impaired, RHA has a TTDY line. For applicants and tenants that are unable to read, we provide a verbal translation of all documents. Additionally, RHA has documents available in the two most prominent languages in or area, English and Spanish. We continue to pursue the services of a certified Punjabi translator.

#### **Rent and Occupancy charge collection policies and procedures.**

a. Describe the project rent/occupancy charge collection policy and procedure, covering such matters as where the collection point is, which staff position handles the collection, provisions for collection after normal offices hours, recording, and safeguarding of collections.

The Onsite Manager is the primary source of rent collection. At times the front office personnel, Receptionist, may assist. Rents are due by on the first day of each month; if not paid within a ten-day period, a late payment penalty will be assessed. The late fee must not exceed the higher of \$10 or an amount equal to 5% of the tenant's gross tenant contribution. Collection policies shall be fair as well as firm.

Rents are to be paid either at the on-site office, the main office located at 1455 Butte House Road, Yuba City, or mailed to the main office, 1455 Butte House Road, Yuba City, CA 95993. Numbered receipts for rent, security deposit and miscellaneous payments will be made available to tenants.

Rent payments may be made at any time. All payments will be recorded, and a numbered receipt given to the tenant. All money collected is to be deposited into the general operating account separate from all other required accounts and a minimum of three deposits is required between the first and tenth day of each month. All rents, security deposits and miscellaneous payments are kept in a secure place until deposited.

b. Describe the project security deposit/membership fee policy and procedure covering matters similar to the preceding item. Include discussion on handling of any interest earned on such deposits.

Tenant shall make a deposit in the amount of one month's basic rent (maximum rent which includes the tenant's portion and the subsidy) for the bedroom size. Said deposit is received by the Eligibility Specialist; deposited into the Security Deposit account and recorded in the individual tenant's record as well as the general ledger tenant security deposit account. Interest earned on security deposits shall accrue to project income.

#### **Procedures for requesting and implementing a rent or occupancy charge change.**

a. Describe the process to be followed for preparation and request of a change of rents/occupancy charges and/or utility allowances, and to notify tenants of such change, to meet Rural Development requirements.

Rent change requests shall be governed by 7 CFR Section 3560.205 of the Federal Regulations and RD Handbook 2-3560, Chapter 7, Section 4.

## USDA – Rural Development Management Plan (Richland Housing)

RHA will document that changes to rents and utility allowances are necessary to cover housing or utility allowed under the approved budget for the housing. A fully documented request will be submitted to USDA-RD for any rent or utility allowance change. Written approval from RD will be sought prior to implementing any changes.

Rent increase/utility allowance changes will be submitted in conjunction with the annual budget submission as required under 3560.303(d). The effective date of any approved changes will coincide with the start of the housing projects fiscal year. Tenants will be notified individually, and comments solicited to the proposed rent increase. Tenants will be given 20 calendar days to provide their comments to the agency. If any comments are received, they will immediately be forwarded to RD. A copy of the proposed rent change will be posted at Richland Community Center and the main office. Upon approval of the rent or utility change on which comments were solicited for 20 days, RHA will deliver a notice announcing the rent or utility change to the tenants' effective 30 calendar days from the date of notification.

Information required to document rent or utility allowance change request:

1. Form RD 3560-7 will be used to reflect the projects financial needs for the year and thereby rental charge requirements. The complete budget packet will be delivered to RD for review at least 90 days before the proposed rent increase is to be effective. Non-increase budgets are due 60 days before the proposed budget effective date. A narrative cover letter will be included explaining why the rent change is necessary. The new operating budget for the fiscal year will show:
  - Currently approved budget for old rents;
  - Proposed budget at proposed new basic rents; and
2. Actual utility costs – Utility Allowance analysis (if utility costs have changed significantly – over 15%)
  - Documentation of the extent of the utility rate changes may include billing information or documentation from utility companies; and
  - A significant sampling of tenant utility usage from the utility company. If tenant utility information is unavailable from the utility company or only provided at cost, utility billings received by tenants will be included.

If utility costs have changed moderately (15 percent or less):

- Information regarding rate changes; and
- A sampling of individual tenant utility usage will be included.

If there are no changes in utility rates:

- Documentation in the annual budget indicating that no change in rates has occurred during the period being reviewed; or
- A public release from the utility provider indicating no change in rates has occurred during the period reviewed.

If there has been no documentation provided on utility usage during the most recent period:

- Documents as if utility costs have changed significantly; or
- Letter from utility company saying there has been no increase in rates will be included.

Additional information and documentation will be attached to Form 3560-7 as evidence of the need for rent or utility allowance change. Other information the borrower believes is necessary to justify the proposed change.

b. Identify which staff position or person will process change requests.

The request for rent changes will be prepared by the Chief Financial Officer, approved by the Executive Director for discussion and review with the Board of Commissioners and submitted to USDA-RD by RHA.



c. Describe when such change requests will normally be made in terms of economic need and timing within a fiscal year of operation.

The Chief Financial Officer will prepare all rent changes and are to coincide with the beginning of the fiscal year. At least 90 days prior to the anticipated effective date of the change, the RHA will:

1. Mail or hand deliver copies of "Notice of Proposed Rent Change" to all affected tenants and the Rural Development Manager.
2. Post copies of such notice in common areas of the project.
3. Upon receiving notice of rent change approval, and at least 30-days prior to the effective date, each tenant shall be notified in writing, and by posting notice of the rent change in the common area, of any adverse and/or positive effect the change shall have on him/her.
4. Offer the tenants an opportunity to meet with the owner to discuss the rent change and review relevant material. The offer to meet with the owner is made available for 20 days from the issuance of the 90-day letter.

**Plans and procedures for carrying out an effective maintenance, repair and replacement program.**

a. Describe the project objective and general plan for preventive maintenance.

The object of project maintenance is to keep up the land, buildings and equipment in all aspects. Proper maintenance will help keep a good image for the project, minimize vacancies and preserve the project. RHA shall schedule the inspection and preventive maintenance of major items based on manufacturer's manuals and specifications for installed equipment and will receive periodic servicing. RHA will conduct unit inspections at least one (1) time annually.

b. Describe where the project's as-built plans and specifications will be located and identify the staff position responsible for updating it as modifications occur.

The as-built plans and specifications for the project will be kept with the Planning and Community Development Manager for ready access when needed. It shall be the responsibility of the Executive Director to ensure that any project modifications are recorded on the plans.

c. Describe the general maintenance procedures and schedules or cycles to: (this list could be attached as an addendum).

The exterior of each building shall be inspected quarterly. Interior inspection of each unit shall be completed upon move-in, move-out and no less than annually. An annual review of the project shall be performed by the Operations Manager. Itemization of all repairs necessary, minor as well as major will be made. Any work required shall be promptly accomplished. Attached is the general maintenance schedule. The Operations Manager will be responsible for developing life cycle schedule for major work/replacement, exterior painting, repaving, appliance replacement, carpets and cabinetry for the project.

1. Check and service appliances and mechanical equipment.

- The Housing Inspector shall check the unit and operating condition of all mechanical equipment during all inspections and when a tenant is vacating a unit. Any necessary servicing shall be performed prior to re-entering.

2. Perform safety checks of smoke/fire/carbon monoxide detectors, fire extinguishers, outside lighting, and ice removal, etc.

- Tenants shall be informed during orientation as to the location and operation of fire extinguishers and care of smoke alarms and carbon monoxide detectors for proper safety. Site lighting will be controlled by timers, which shall be regulated by owner to provide adequate lighting. At a minimum smoke alarms and carbon monoxide detectors are checked annually, usual practice is to check them every time there is a reason to enter the unit.

## USDA – Rural Development Management Plan (Richland Housing)

3. Inspect and perform maintenance and redecoration incident to tenant/member move-out and move-in.
    - The owner and incoming tenant shall together review and note in writing the condition of the apartment at the time of renting. The move-in inspection report shall be used for this purpose and a copy provided to the tenant. The owner may also complete a quarterly inspection on new move-ins until assured that the unit is being properly maintained.
  4. Perform major interior and exterior painting and redecorating.
    - Each unit shall be repainted between five and seven years. In addition, interior painting shall be done when a unit is vacated, if necessary. All major repair work shall be awarded based on competitive bids; such bids to be obtained and reviewed by owner.
  5. Perform major repairs and grounds maintenance.
    - The grounds upkeep and maintenance shall be performed by the owner and/or contracted lawn service company. All major repair work will be awarded based on competitive bids; such as bids to be obtained and reviewed by owner.
  6. Remove garbage and trash.
    - Garbage and trash shall be removed by the commercial garbage service of the community.
  7. Perform common area clean up (parking lot, entryways, hallways, community room, etc.).
    - The Onsite Manager shall clean all common areas of the project on a daily basis.
- d. Describe the project policy and procedure for tenants/members to prepare and submit maintenance requests.

Residents shall contact the office using a well-published telephone number. Upon completion of the work, the tenant signature indicates that the work was completed and is satisfactory. Tenants are not required to complete a written work order form.

- e. Describe the general timing for handling purchase orders and payments.

Payments are made within 30-days from receipt of invoice.

- f. Describe the project policy for budgeting for and/or requesting use of reserve funds for funding major maintenance or replacement items.

For major maintenance or replacement items, RHA will attempt to budget from the general operating fund, but if necessary will request a draw down from the Reserve Account to cover costs. Future capital budgets submitted annually (Part V of budget form) will be completed in accordance with the after-rehab Capital Needs Assessment.

- g. In migrant or seasonally occupied labor housing (LH), describe the above items in terms of season opening and closing dates.

Not applicable.

### **Plans and Procedures for providing supplemental services.**

- a. Describe the types of supplemental services such as laundry and vending machines that will be provided to benefit occupants.

Tenants are provided space in their units for laundry. There are no vending machines available in the complex.

b. Explain whether this equipment will be owned and operated by owner or a consignee (vendor).

Not Applicable.

c. Describe the safekeeping and recording practices (internal control) of any cash collections from the use of the equipment.

Not applicable.

d. Describe who will be responsible for maintaining the equipment and stocking any vending machines.

Not applicable.

e. When a consignee will operate the equipment, describe the general terms of the consignment contract.

Not applicable.

**Plans for accounting, record keeping, and meeting Rural Development reporting requirements.**

a. Briefly describe the type of project accounting methods (i.e., cash or accrual) and records that will be used, how they will be maintained, and which staff position will prepare and maintain them.

The Accounting Assistant, with direct oversight from the Chief Financial Officer, maintains records of money received and recorded to the project's general operating account database. All invoices are also entered to the project's general operating account database and disbursements are made from that database. The Chief Financial Officer is responsible for maintaining all financial records on a modified accrual basis and establishing general ledger accounts as needed. The Finance Officer shall make available all data needed for the preparation of monthly and annual reports and shall provide financial information which USDA-RD or auditor shall require.

b. Describe how interest earned on project reserve funds will be prorated and accounted "separately" if such funds are deposited jointly with funds of another project owned by the same borrower.

Not applicable. Both security deposit and reserve funds have their own interest-bearing account.

c. Describe whether the project bookkeeping chart of accounts and bank accounts is compatible with Form RD 3560-7, "Multiple Family Housing Project Budget," requirements, and if not, what adjustments will be made when reporting actuals on the form.

The owner chart of accounts is in line with Form USDA-RD 1930-7 "Multiple Family Housing Project Budget".

d. Identify which staff member or position will be responsible for the preparation and submission of the quarterly and annual reports required by Rural Development.

The Chief Financial Officer will prepare and submit all required quarterly and annual reports.

e. Provide assurance or explanation that the person or firm who will perform and prepare the annual audit, or verification of review, is not associated with the project, other than to perform the audit or review.

## USDA – Rural Development Management Plan (Richland Housing)

The person responsible for preparing the annual audits is in no way associated with the project, which is stated in the audits.

f. Discuss the proposed tenant or member record maintenance system including retention of records and identify which person/position will handle and maintain the records.

The Eligibility Specialist will retain an electronic individual file for each tenant containing the application form, original certification, income verifications, copy of certifications, tenancy rental agreement, inspection records, correspondence, notices, statements and any other information regarding contact with tenant. Information as to income verifications and certifications, applicant rejections, withdrawals, vacates, etc. shall be retained for three (3) years or until an RD compliance review has been conducted. The electronic file is saved on a secure server and is backed up nightly. Only the Eligibility Clerk, Eligibility Specialist and Occupancy Manager have access to these files.

The Eligibility Specialist shall maintain a waiting list in which all completed applications will be placed in chronological (date and time) order. In addition to date and time received, this list shall show applicant's name, address, telephone number, household size, income eligibility level (very low, low, moderate, ineligible, priority, etc.) notations and disposition of application.

g. Identify where records subject to Rural Development review will be kept and which person/position Rural Development will contact to review the records.

All tenant files are kept electronically on a secure server at the main office, 1455 Butte House Road, Yuba City, CA 95993. The tenant files are backed up on a server nightly. The Occupancy Manager is the contact to review records for tenants, the Chief Financial Officer is the contact to review all financial documents, reports, and budgets.

### **Energy conservation measures and practices.**

a. Describe the plan to inform and encourage tenants/members in use of energy conservation practices they can use in their unit to save utility expense (and thus minimize utility allowances and serve rental assistance).

Tenants will be informed and directed how to control energy usage (heat, light, and water) within their individual units. Tenants will be advised of the appropriate temperature to be maintained to reduce energy consumption.

b. Describe the plan to utilize energy conservation practices in the common areas of the project (to conserve operating expense and help minimize rent/occupancy charge levels).

RHA will have direct control over lighting of exterior and watering of grounds. Automatic time controls will be adjusted regularly by the maintenance department.

c. Describe the project objective in implementing energy conservation measures.

Conservation materials will be obtained by RHA from local utility companies and provided to tenants when unit is rented.

Energy conservation measures and the cost of such measures shall be presented to the owner for review. Such measures shall be put into effect by RHA to the extent the funds are available and there is not an adverse financial effect on the project. If necessary, request for use of Reserve Funds for this purpose shall be made to USDA-RD.

### **Plans for tenant participation in rural rental housing (RRH) project operations and tenant's relationship with management.**

a. Describe any plans for a tenant organization and how management staff will work with the organization.

If tenants indicate they would like to form an organization, RHA will try to assist in notifications, meeting locations and attend all meetings.

b. Describe where the Tenant Grievance and Appeals Procedure will be posted in the project and otherwise made available to tenants. Identify which person or staff position will be responsible for responses to and consideration of a tenant/member grievance.

RHA staff are knowledgeable of USDA-RD Tenant Grievance and Appeals Procedures. The Eligibility Specialist shall be responsible for posting procedures in the office and common bulletin board. A copy of the Tenant Grievance and Appeal Procedure will be given to the tenant at time of lease up and at annual recertification. The Occupancy Manager will be responsible for responses to and consideration of a tenant/member grievance.

**Plans for member participation in rural cooperative housing (RCH) project operations.**

a. Describe who will explain to the members the types of committees the cooperative will be using.

Not applicable.

b. Describe what the cooperative will do to attract member participation on committees.

Not applicable.

c. Describe how the board members will participate with the committee.

Not applicable.

d. Describe where the cooperative will post, and otherwise make available to members, the Tenant Grievance and Appeal Procedures. Identify which person or staff position will be responsible for response to and consideration of a member grievance.

Not applicable.

**Plan for carrying out management training programs.**

a. Describe the standards of training and proficiency that management or board members will be expected to attain and maintain to perform their duties and responsibilities in carrying out project objectives.

RHA will attend approved USDA-RD certification courses and any other seminars that will benefit the operation of the project. The Occupancy Manager will attend certification course every two years.

b. Describe the plan to conduct internal training and to otherwise use external training sources to maintain levels of attained proficiency.

Staff will attend RD trainings as provided; management will attend management meetings and seminars. Upon availability, staff, will subscribe to publications and media that provides assistance in maintaining levels of proficiency. Additionally, staff have a close working relationship with the local RD staff that supports the exchange of new regulations, rules and requirements.

c. For RCH, describe the actions the board will take if a board member(s) does not participate in training.

## USDA – Rural Development Management Plan (Richland Housing)

Not applicable.

d. For RCH, describe the role the board will assume in making sure the RCH membership understands its role and functions in the cooperative.

Not applicable.

### **Termination of leases or occupancy agreements and eviction.**

a. Identify which person or staff position is responsible for knowing and administering State and local laws and Rural Development's requirements regarding termination of leases or occupancy agreements and evictions.

The Eligibility Specialist is responsible for knowing and administering State and local laws and USDA-RD requirements regarding termination of leases or occupancy agreements and evictions.

b. Identify which person or staff position is responsible for knowing and administering State and local laws and Rural Development's requirements regarding the notification that must be given to a tenant or member when termination of lease or occupancy agreement is proposed and subsequent eviction procedures through the State or local judicial process.

The Eligibility Specialist is responsible for notification that must be given to a tenant or member when termination of lease or occupancy agreement is proposed and subsequent eviction procedures through the State or local judicial process.

### **Insurance.**

a. Identify which person or staff position is responsible for knowing and complying with Rural Development requirements for fidelity coverage and acquiring such coverage.

The Chief Financial Officer is responsible for knowing and complying with Rural Development requirements for fidelity coverage and acquiring such coverage.

b. Identify which person or staff position is responsible for knowing and complying with Rural Development's insurance coverage requirements and acquiring such coverage.

The Chief Financial Officer is responsible for knowing and complying with Rural Development insurance coverage requirements and acquiring such coverage.

**Management agreement. Attach a copy of the management agreement, when applicable. (If an initial loan, attach a copy of the proposed management agreement, when applicable.)**

Not applicable.

**RCH board of director/adviser relationship. Discuss the relationship of the adviser and its effect on decisions made by the board.**

Not applicable.

**Management compensation.**

RHA has elected to use an indirect cost allocation plan for administrative expenses, rather than the specified RD approved management fee per occupied unit for Richland Housing.

**On-site management.**

a. Describe who (owner, site manager, caretaker, board) will perform on-site management duties and responsibilities.

Richland Housing received approval from RD to:

- Hire three (3) key keepers, given the large geographic area of the units, or
- To hire a resident manager and two (2) key keepers, or
- To hire a resident manager and an assistant manager.

RHA has opted to go with the third option, hire a resident and assistant manager and review as needed.

b. Describe the duties and responsibilities of the on-site management staff.

Duties and responsibilities of the on-site management staff include but are not limited to:

- Walk the grounds
- Post notices
- Communicate work order needs to appropriate staff
- Assist with lock outs
- Pick up trash
- Communicate with tenants
- Communicate with local agencies, security personnel, law enforcement
- Maintain regular and ongoing communication with Housing Authority Staff
- Communicate lease violations to appropriate Housing Authority Staff
- Maintain office hours and management computer lab
- Collect required paperwork from tenants and provide to appropriate Housing Authority Staff

c. Identify whether the site manager will live in the project in a rent-free unit, pay rent, or live off-site.

The Onsite Manager and Assistant Onsite Manager will live on-site in a rent-free unit.

d. Describe the established office hours and indicate where they will be posted.

Office hours are Monday through Thursday 8:00 am to 5:00 pm, closed for lunch from 12:30 to 1:00 pm. Hours are posted on the office door. Site hours are posted at each site, where possible in the office, community or laundry facility.

**Records Retention and Disposition Policy**

a. Policy

It is the Regional Housing Authority (RHA) policy regarding the retention and disposition of records to comply with local, state, and federal laws. The RHA will retain records in) as described in the following retention policy.

Records may be retained in electronic or paper format. The RHA will secure data in a manner so as to restrict access to only personnel authorized by the Executive Director and at no time shall such records, regardless of format, be left available for public inspection.

## USDA – Rural Development Management Plan (Richland Housing)

### b. Purpose

The purpose of this policy is to ensure that necessary records and documents are adequately protected and maintained and to ensure that records that are no longer needed or of no value are discarded at the appropriate time.

Records management and retention policies apply to all records, regardless of format, whether they be paper or electronic. The RHA encourages record retention in an electronic format whenever feasible.

### c. Administration

The Executive Director is charged with the retention and disposition of RHA records. The Executive Director may delegate this role to other staff. Records designated as permanent should specify a storage location.

Adoption of this policy does not relieve or otherwise affect the pre-existing obligation to maintain records relating to a matter under litigation, government audit, or investigation. All records should be preserved until the matter to which they relate has been finally resolved and the Executive Director and/or legal counsel has approved their disposition.

### d. Records Retention

#### Electronic Records

- Electronic records shall be kept permanently or until such a time that the RHA is assured that those records are no longer necessary.
- Electronic records shall be periodically archived as needed (at least once per fiscal year).
- All electronic records/files are organized in the exact same manner. Files are created by tenant name with the following subfolders: annuals, application, community service, contracts, correspondence, document retention, inspections, interims, notice of action, original certification, reasonable accommodations, termination/legal documents and vitals.

#### Paper Records

- Paper records shall be periodically archived as needed (at least once per fiscal year) and placed in a secure location.

The Eligibility Specialist will retain an electronic individual file for each tenant containing the application form, original certification, income verifications, copy of certifications, tenancy rental agreement, inspection records, correspondence, notices, statements and any other information regarding contact with tenant. The electronic file is saved on a secure server and is backed up nightly. Only the Eligibility Clerk, Eligibility Specialist and Occupancy Manager have access to these files

The Eligibility Specialist shall maintain a waiting list in which all completed applications will be placed in chronological (date and time) order. In addition to date and time received, this list shall show applicant's name, address, telephone number, household size, income eligibility level (very low, low, moderate, ineligible, priority, etc.) notations and disposition of application.

### e. Records Disposition and Destruction

Information as to income verifications and certifications, applicant rejections, withdrawals, vacates, etc. shall be retained for three (3) years or until an RD compliance review has been conducted.



Confidential records shall be destroyed in a manner consistent with measures to protect data. Records may be retained for a longer duration than the schedule listed above but must be retained for at least the minimum retention length identified above. The RHA may, at its discretion, retain documents indefinitely.

Acceptable destruction methods for paper records include:

- Shredding through a properly bonded shredding agency, and
- Shredding on-site and/or burning the shredded documents

Acceptable destruction methods for electronic records include:

- Shredding CDs, DVDs, etc.
- Use of US Department of Defense approved data erasure software.
- Deleting files from all servers.

### **Smoke-Free Policy.**

RHA is committed to enhancing the health and well-being of the community it serves. Due to the increased risk of fire, increased maintenance costs, and the known health effects of secondhand smoke, smoking is prohibited in all residential units and interior areas, including but not limited to hallways, rental and administrative offices, community centers, day care centers, laundry center and similar structures in all Rural Development – Richland Housing. Smoking is also prohibited in outdoor areas within 25 feet from residential units, building structures and administrative office buildings.

#### a. Definition

**For the context of the Smoke-Free Policy the following definitions shall govern as referenced in the California Business & Professionals Code 22950.5.**

**“Smoking”** means inhaling, exhaling, burning, or carrying any lighted or heated cigar, cigarette, or pipe, or any other lighted or heated tobacco or plant product intended for inhalation, whether natural or synthetic, in any manner or in any form. “Smoking” includes the use of an electronic smoking device that creates an aerosol or vapor, in any manner or in any form, or the use of any oral smoking device for the purpose of circumventing the prohibition of smoking.

**California Business & Professionals Code 22950.5.**

**“Tobacco product”** means any of the following:

- (A) A product containing, made, or derived from tobacco or nicotine that is intended for human consumption, whether smoked, heated, chewed, absorbed, dissolved, inhaled, snorted, sniffed, or ingested by any other means, including, but not limited to, cigarettes, cigars, little cigars, chewing tobacco, pipe tobacco, or snuff.
- (B) An electronic device that delivers nicotine or other vaporized liquids to the person inhaling from the device, including, but not limited to, an electronic cigarette, cigar, pipe, or hookah.
- (C) Any component, part, or accessory of a tobacco product, whether or not sold separately.
- (D) “Tobacco product” does not include a product that has been approved by the United States Food and Drug Administration for sale as a tobacco cessation product or for other therapeutic purposes where the product is marketed and sold solely for such an approved purpose.

**California Business & Professionals Code 22950.5.**

#### b. All Buildings to be Smoke-Free.

## USDA – Rural Development Management Plan (Richland Housing)

All Rural Development housing buildings, and administrative offices shall be smokefree. Smoking is prohibited in all living areas, including any associated balconies, decks, or patios, and in the common areas of the buildings, including but not limited to, community rooms, community bathrooms, lobbies, reception areas, hallways, laundry rooms, stairways, offices and elevators.

### c. Smoking on grounds of buildings.

Smoking is prohibited anywhere on the grounds adjoining public housing, residential units and office buildings, including entryways, patios and yards, as well as in outdoor areas within 25 feet from residential units and administrative office buildings.

RHA has not designated any smoking areas on the property. Residents may not discard smoking products on the property.

### d. Applicability of policy.

This policy is applicable to all residents, Housing Authority employees, Housing Authority Commissioners, visitors/guests, contractors, volunteers, and vendors.

### e. Responsibility of Tenants.

Tenants and household members shall be responsible to enforce this policy as to their guests, invitees, and visitors to their residential units.

### f. Lease Violations.

Residents are responsible for the actions of their household, their guests and visitors. Failure to comply with any of the conditions of the Smoke-Free Policy constitutes a lease violation which will result in a warning letter, with further violations leading to eviction. A tenant who violates this policy shall also be liable to the owner for the costs of repair to the tenant's unit due to the damage from the smoke odors or residue (example: flooring, walls, ceilings, cabinets, etc.).

### g. RHA is not a guarantor of smokefree environment.

The owner's adoption of this smokefree policy does not make the owner or any of its officers, employees, or agents, the guarantor of the health of any tenant or of the smokefree conditions of the portions of its properties in which smoking is prohibited under the policy. The owner will take reasonable steps to enforce the Smoke-Free Policy. The owner is not required to take steps in response to smoking in violation of this policy unless the owner either has actual knowledge of the smoking and the identity of the responsible tenant or has been given written notice of the smoking.

### h. RHA Disclaimer.

The owner disclaims any implied or express warranties that the Property will have any higher or improved air quality standards than any other rental property. The owner cannot and does not warranty or promise the property will be free from secondhand smoke. The tenant acknowledges that the owner's ability to police, monitor, or enforce this policy is dependent in significant part on voluntary compliance by Tenants and Tenant's guests.

**Additional Appliances**

Tenants are not allowed to have additional appliances without RHA approval beforehand and all households are limited to one (1) additional appliance. Tenants are responsible for the repairs of any appliances owned by them. Refrigerators/freezers are limited to 16.0 c.u ft or less. Tenant appliances must be made available for inspection and must be kept in accordance with Housing Quality Standards (HQS) requirements.

**Language Assistance Plan**

RHA is committed to providing equal opportunity housing in a non-discriminatory manner, and in complying 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. This includes complying with Title VI of the Civil Rights Act of 1964 to ensure meaningful access to programs and activities by Limited English Proficient (LEP) persons. Regional Housing Authority has a LAP available for review upon request.

**Validity of the management plan. The plan will be reviewed annually, and revisions will be sent to USDA for approval accordingly. The plan must provide space at the end for the date, title, and signature of borrower or borrower's authorized representative.**

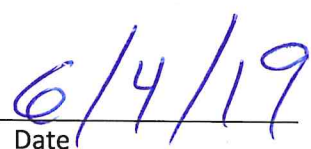
**See Signature Page**



USDA – Rural Development Management Plan (Richland Housing)

Signature Page

  
\_\_\_\_\_  
Gustavo Becerra  
Executive Director

  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of USDA-RD Representative

\_\_\_\_\_  
Date

Approval Date: \_\_\_\_\_

