

**MOH Annual Monitoring Site Visit
Interview With Asset & Property Managers**

Date: _____ Reviewer Name: _____

Project Name & Address: _____

Property & Asset Management Staff Interviewed: _____

Inspections

Do you inspect units? How often? All or some units?

Do you have a written procedure for inspecting units? (Ask for copy.)

How are the inspections documented? (Ask for copy of form.)

If deficiencies are found during the inspection, how are they corrected?

Repairs, Maintenance and Capital Replacements

Describe your procedure for completing repairs, from when they are requested by tenants, or the need is identified by staff, to how they are documented, when they are completed and verified.

Is this procedure in writing? (Ask for a copy.)

Are there currently any pending work orders for repairs or maintenance?

How are emergency repairs handled? (Ask for copy of written procedure.)

Do you conduct any preventive maintenance?

Is there any deferred maintenance? (Discuss any items that they identified on the AMR.)

Describe how repairs, maintenance and work done upon unit turnover inform the capital replacement schedule for the building?

How often do you conduct capital needs assessments? (Ask for a copy of the current one.)

When do you anticipate the project will need to be rehabilitated?

Marketing and Tenant Selection

(Ask for copies of current marketing and tenant selection plan, application, form letters and other materials used in tenant selection process.)

Has the marketing and tenant selection plan been revised since the project opened?

Describe your process for selecting tenants for vacant units. Do you have a site-based wait list? Referrals from SFHA, DHS or DPH? How do you document and establish eligibility? Credit/background check? Reasons for rejection? Appeal process?

How many households are currently on the waiting list? How do you update/refresh the list? Any plans to re-open it?

(If the turnover rate is >30 days or vacancy rate is >5%, discuss the issue and possible remedies.)

Recertifications/Rent Increases

Describe your procedure for conducting annual recertifications and implementing changes in tenant rent. (Ask to see copies of the form documents that they use.)

Grievance Procedure

Summarize your current tenant grievance procedure. (Ask for a copy of it.)