

## HRDE - Monthly Management Guidelines

Day(s) of the Month	Date of Completion	Tasks to be Accomplished
1 <sup>st</sup>		Deliver calendar/newsletter to residents
		Deliver Annual Recertification Notices to residents that includes the scheduled interview and annual inspection date and time
1 <sup>st</sup> -5 <sup>th</sup>		Accept Rent Payments
		Run rent receipts and deliver to residents
		Run all EIV Reports on Income/Monthly/Quarterly/90-100 days after MI
		Take operating/security/laundry/vending deposits to bank within 48 hours of collection. If the 1st of the month is a Wednesday-Friday, at least one deposit must be made by Friday. Deposit Slips and the corresponding Batch Summary must be scanned and emailed to the bookkeeper and cc Tammy within 48 hours of the bank deposit
6 <sup>th</sup>		Rent Late
6 <sup>th</sup> -9 <sup>th</sup>		Preparation, proofing and delivery of Late Rent Eviction Letters. This includes all rents not paid in full, unless they have a Payment Agreement with you (PAM)
		Close-out all completed work orders on FHA
		Check resident move outs & process Security Deposit Refunds and the required PipReq.
		Check with Tammy to see if MO's from last month, that had a balance due, have paid or called her to make a payment arrangement . If not, submit to CSC collection agency
		Review and resolve income discrepancies from EIV
		Take operating/security/laundry/vending deposits to bank. Deposit Slips/Batch Summaries, scan and email (within 48 hours of said deposit) to bookkeeper and cc Tammy
10 <sup>th</sup> -16 <sup>th</sup>		Annual Recertification Interviews with residents and send out their Verifications; complete Annual Inspections
		Check on return of Recertification Verifications sent out previous month
		Put certifications on Computer
		1. Scan/e-mail Tax Credit recertifications* to Diane to be proofed by the 17th
		2. Scan/e-mail RD recertifications* to bookkeepers to be proofed by the 17 <sup>th</sup>
		3. Scan/e-mail HUD recertifications* to bookkeepers to be proofed by the 18 <sup>th</sup>
		Work on correcting any TRAC's errors
		Close-out completed work orders on FHA
		Take operating/security/laundry/vending deposits to bank. Deposit Slips/Batch Summaries, scan and email (within 48 hours of said deposit) to bookkeeper and cc Tammy
17 <sup>th</sup> -23 <sup>rd</sup>		Check PipReq's to review Incompletes and that site payments have been made
		Take operating/security/laundry/vending deposits to bank. Deposit Slips/Batch Summaries, scan and email (within 48 hours of said deposit) to bookkeeper and cc Tammy

Day(s) of the Month	Date of Completion	Tasks to be Accomplished
24 <sup>th</sup> -31 <sup>st</sup>		Scan and e-mail copy of calendar and newsletter for upcoming month for proofing to Rob and cc Tina or Jerry
		E-mail Monthly Marketing Report to Rob and cc Tina or Jerry
		Get signatures on approved 50059's and Activate in FHA
		E-mail bookkeepers and cc: Tammy with 50059 signature dates
		Email Laundry and Vending Reports to Rob
		Review, complete any open areas and email this guideline to Claud

\*Recertifications refer to all AR's, IR's and their respective C's

**Weekly:**

- Take operating/security/laundry/vending deposits to bank within 48 hours of collection. If the 1st of the month is a Wednesday-Friday, at least one deposit must be made by Friday.
- Deposit Slips and the corresponding Batch Summary must be scanned and emailed to the bookkeeper and cc Tammy within 48 hours of a bank deposit

**Due every Friday:**

- Weekly Reporting Log for Special Claims - Update and email to Rob cc Tina or Jerry every Friday\*\*
- Bedbug Report - Each manager is required to inspect all apartments with bedbugs weekly and email an updated bedbug report to Rob and cc Tina or Jerry every Friday\*\* until each apartment has been cleared of bedbugs for 6 weeks.

	Date Completed	Date Completed	Date Completed	Date Completed	Date Completed
Bank Deposit Weekly					
E-mail Deposit Slip and corresponding Batch Summary					
Weekly Reporting Log for Special Claims					
Bedbug Report					

\*\*PT Management are to change Friday due dates to Thursday due dates.

**NOTES:**

- Be prepared and on time to our weekly management meeting.
- Email UHLP move-ins to Diane to be proofed, prior to move-in.
- Emergency backup timesheets are due at the end of each month.
- Site managers must accompany exterminator and send out appropriate violation notices.
- Check fire extinguishers and smoke detectors each month.
- Tina or Jerry and cc Claud all evictions for proofing.

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Manager Signature

\_\_\_\_\_  
Date