

Managing Affordable Housing Communities with Blended Programs

Know Your Community

- * Open communication between management and developer/owner
- * Obtain necessary documents
- * Research each program and its specific requirements

Corporate Oversight

- * Oversee income, rent and utility allowances
- * Create manuals and forms
- * Maintain separate files for each program
- * Liaison between community staff and auditors

Multilevel Reviews

- * Pre approve all move in files at corporate level
- * Review all recertifications within 30 days of completion
- * Address potential noncompliance prior to notification of a VHDA or HUD audit

Satisfying All Parties

- * Thoroughly understand procedures for each program on the community
- * Set policies that are most restrictive
- * Maintain files that leave no holes in qualification documentation

Support The Staff

- * Have a compliance team that is focused on supporting community staff
- * Maintain a constant presence on the communities
- * Audit 100% of the files as they are processed on site
- * Follow up to ensure necessary items are completed

Training

- * Train often – externally and internally
- * Ensure all staff is trained – both new hires and experienced staff
- * Provide/attend online training and in person/hands on training