

**TEMPLATE**

**Outline for Contents of Management Plan**  
**(Managing Agent Transfers)**

**OPERATING PLAN:**

1. Project Description

Include the name, address(es), and a brief description of the project, including the total number of units and program type(s), as well as any commercial, community space and parking. Include any units offered to staff, e.g. superintendent's unit(s) and the unit size(s), as well as any on site office space available for managing agent.

2. Role and responsibility of the owner, and his/her relation to and delegation of authority to the managing agent.

This section will include the name and address of both the ownership and management entities. Include the names of all individuals of whom each entity is comprised and the designated contact person of each, a description of the structure of the management company, a list of the separate responsibilities of each, the proposed management fee, and a list of those costs to be paid from the management fee and those from the project operating account. Attach a copy of the proposed management agreement between the owner and managing agent for the project. Both the management agreement and management plan must be approved by Agency.

3. Rent Collection Policy

Indicate late charges or other fees and how assessed, system of billing and collection, late payment procedures, eviction prevention procedures, handling of security deposits, bookkeeping procedures, accounting, financial records, and any other relevant procedures.

4. Lease

Indicate form of lease, all riders and house rules (as an Exhibit to this plan, provide sample of forms expected to be utilized).

5. Management – Resident Relations

Describe Agent's orientation of residents to policies and procedures, as well as resident grievance policy. If applicable, describe Resident Association /Organization ("RA") including RA meeting space and frequency of RA/Agent meetings.

6. Services to Tenants

Provide a list and brief description of community rooms, recreation areas, coin operated laundries, storage units, bicycle storage, etc. Indicate which services require an additional

fee from the resident and specify amount.

7. Maintenance and Repair

Items to be discussed include inventory, cycle painting of common areas and units, daily and weekly maintenance schedules, preventive maintenance, work order procedures, pest management, and emergency repairs. Include information on how tenants will request maintenance services.

8. Security

Give a brief description of all security measures within the project. Note any security cameras, placement, as well as monitoring and onsite response procedures and security footage retainage, any security guard services and hours of operation.

9. Audited Year-End Financial Statement

Indicate the project's fiscal year-end date and confirm that the audited year-end financial statement will be submitted to the Agency within 90 days from the end of the first full fiscal year and each fiscal year thereafter.

**CAPACITY PLAN:**

10. Personnel Policy and Staffing

Indicate how the project will be staffed, or how current operations will be restructured to effectively manage and support the needs of the new project. Please include a list of staff (e.g. superintendent, porter, handyman, property manager, assistant manager, leasing, compliance, accounting, and administration positions, etc.) who will be directly involved with the property, including both project and managing agent's staffing with job descriptions, qualifications, status as full-time/part-time/percentage of hours assigned to Property (if assigned to more than one property), as well as the contact person for financial issues, mortgage payouts, compliance related matters and physical inspection issues. Differentiate responsibilities that will be handled on-site at the property as well as any responsibilities that may be handled by managing agent's headquarters/centralized office.

11. Portfolio Capacity

Give a brief description of how the addition of this project will be managed successfully given the current portfolio of properties the managing agent is overseeing, including procedures to monitor the performance and health of the portfolio.

**TRANSITION PLAN:**

12. Data and Document Transfer

Include specific plan to obtain all necessary records from previous managing agent to ensure a smooth agent transition to not disrupt tenant relations, maintenance and financial operations of the property. Records include, but are not limited to current and former resident files, including tenant income certifications/recertifications, leases, financial

statements, insurance policies/certificates, property related contracts, correspondence, legal, regulatory, tax and archived documents relating to the project and property. Include information on data migration (e.g., between old and new property management software systems) and training for staff on the new system and procedures.

13. Resident Communication Plan

Provide information on how the new managing agent will communicate with residents during the agent transition, including informational notices to residents, in-person meetings with residents (if applicable), monthly rental payments payable notice, resident portal access (if applicable), keys or FOB changes, requesting maintenance service, any change in agent's office hours, Property Manager contact information, and any other pertinent information.

14. Financial / Account Transfers

Describe the procedures for account transfers, reconciling resident account balances, to ensure accurate financial accounting of all outstanding payments and deposits.

15. Contract and Vendor Transfers

Indicate the process of reviewing and handing over contracts or vendors providing goods and services to the project

16. Compliance with rules and regulations

Include language affirming that Managing Agent will act as necessary to comply promptly with all ordinances, requirements and regulations of the City of New York, State of New York and Federal Government.