9. Property Management Plan:

Conifer Management, LLC will manage the completed development. Conifer Management is one of the premier affordable housing management companies in the country, and has been ranked as one of the top 50 affordable housing managers in the country by Affordable Housing Finance Magazine every year since the list was started in 2007.

Conifer Management employs nearly 500 personnel and manages over 12,000 units nationwide. Currently Conifer manages over 2,700 units in New Jersey for itself, nonprofit developers and other for profit developers. Its developments have consistently received the highest performance ratings from the New Jersey Housing and Mortgage Finance Agency. Developments it manages have received numerous awards from the New Jersey Apartment Association and the Greater Philadelphia Apartment Association for maintenance, curb appeal and overall quality. Many of these awards were competitions including market rate developments.

Conifer Management is an Accredited Management Organization (AMO). AMO is a designation given by the Institute of Real Estate Management after approval of its accounting systems, education and experience of staff, insurance coverage and internal procedures. In addition, the AMO must agree to comply with a stricter code of ethics. Conifer Management is one of only five hundred twenty AMO's in the country and, to our knowledge, one of only two affordable housing management companies with the accreditation in the region.

James W. Reffelt is the President of Conifer Management. Mr. Reffelt is an experienced and seasoned real estate professional with over twenty-five years' experience in the field of professional property management and currently serves as Senior Vice President of Property Management. Prior to joining Conifer, Mr. Reffelt was the President of Property Management at Arlington Properties where he was successful in overseeing the management company and over 11,000 units in ten states in the southeast. He has held significant positions as President and Vice President of Property Management and has served on several Apartment Association Boards around the country. He has managed multiple units including conventional/market-rate, Section 42 Tax Credit, low income, within senior and family communities. He has managed, supervised, and developed many positions in property management.

Tenant Screening Methodology – Attached

Operations Methodology -- Attached

Portfolio Summary Report

Printed on: 10/29/14 12:43 pm

Community=All

Effective Date = 10/29/2014

Community	Family	Senior	MKT	HUD	USDA	PHA	TAX	TAX,PBX	HUD,USDA	HUD,TAX	HUD,TAX,PBX	USDA,TAX	USDA,TAX,PBX	PHA,TAX	Total
200 East Avenue	77		61				16								77
Abraham Lincoln Apartments	69	69	1				32	36							69
Adam Lawrence Apartments		40			4							36			40
Adirondack Apts	40		1						39						40
AHEPA Highland Park Apartments	57						57								57
Arcade Manor		24										24			24
Arlington Manor	48											48			48
Barkley Gardens		51	1							50					51
Belmont Village Court		24										24			24
Belmont Villas		164					164								164
Biltmore Crossing	56						56								56
Black Brook Senior Housing		24			19								5		24
Blairview Apartments	42											42			42
Bolivar Manor		24										24			24
Brandy Spring Apartments	40				40										40
Bridgeview Apartments		36										36			36
Brookside Apartments	64						64								64
Brookside Apartments II	88						88								88
Brown Square I		60								60					60
Brown Square II		32										32			32
Canisteo Manor		24										24			24
Canton Apartments	30											30			30
Carrollton Heights		18										18			18
Cathedral Place	35						35								35
Cattaraugus Manor		24										24			24
Cayuga View Apartments	24						24								24
Champion Apartments	64				1							63			64
Chestnut Station	74		12				62								74
Circle Drive Apartments I	32				32										32
Circle Drive Apartments II	24				7							17			24
Claire Court Apartments	72						72								72
Conifer Peppertree	48											48			48
Conifer Village at Cambridge		76					76								76
Conifer Village at Cambridge II		70					70								70
Conifer Village at Cape May		90	1					89							90
Conifer Village at Deptford	91		1				90								91
Conifer Village at Ferry Station		50						50							50
Conifer Village at Horseheads	116		116												116
Conifer Village at Interlaken		28											28		28
Conifer Village at Ithaca		72					72								72
Conifer Village at Middletown I		108					108								108
Conifer Village at Middletown II		72					72								72
Conifer Village at Patchogue I		87					87								87
Conifer Village at Patchogue II		87					72	15							87
Connellsville Heritage Apts		36										36			36
Cornwells Heights Senior Apartments		60					60								60
Courtyard at James Apartments	73						55	18							73
Creekside Apartments	30											30			30
Cynthia Meadows		36			8							28			36
Derry Round House Court	26											26			26
Donald E. Smith Apartments		50		50											50
East Court Apartments	85		1	84											85
Ellis Hollow Apartments		104					104								104
Erie Harbor	131		104				27								131
F.I.G.H.T. Village Apartments	246			4						242					246
Fairside Apartments	40											40			40
Ferry Landing	48						48								48
Ferry Manor	86						86								86

Community	Family	Senior	MKT	HUD	USDA	PHA	TAX	TAX,PBX	HUD,USDA	HUD,TAX	HUD,TAX,PBX	USDA,TAX	USDA,TAX,PBX	PHA,TAX	Total
Fort Hill Apartments	57						57								57
Foster Block Apartments	44						44								44
Foxtail Crossing	46						46								46
Freedom Apartments		28										28			28
Gateway Village at Somerdale	30		1				29								30
Geneva Greens	64						64								64
Greenwood Apartments		36										36			36
Gregory School	65	65	1					51							65
Harris Park	114			63						51					114
Harrison City Commons	38											38			38
Hillside & West Park	90						90								90
Hilton Manor		40			40										40
Hunters Run	40											40			40
Huntington Park	75						57	18							75
Independence Apartments		28										28			28
Isabella Estates	26											26			26
Ivey Lane Apartments	138		2				2			134					138
Jefferson Park Apartments		69					69								69
Jerome Senior Apartments		37						37							37
Kasson Place	82		49				33								82
Keeler Park Apartments	527		2	25						500					527
Kelly Meadowview	48						48								48
Knoxville Apartments		48			48										48
LaFarge Senior Housing		24										24			24
Lake City Apartments	44											44			44
Lake Street Apartments	32											32			32
Lake View Apartments	60		1							59					60
Lansingburgh Apartments		96	1	95											96
Lawnside Meadows		40					40								40
Leland Gardens Apartments	256		64				192								256
Lenox Landing	32											32			32
Liberty Apartments		28										28			28
Lincoln Woods	44				44										44
Linden Lake Senior Apartments		82					82								82
Linderman Creek I Apartments	56						56								56
Linderman Creek II Apartments	72						72								72
Little Valley Estates	24											24			24
Macedon Manor Apartments		24			24										24
Madison Apartments	18		1					17							18
Manchester Village	57		1				56								57
Mansfield Village Apartments	51		1	50											51
Maple Leaf Apts	24											24			24
Maple Ridge Senior Housing		40			1							39			40
Marley Meadows	36						36								36
Marwood Senior Apartments		155	71				84								155
Meadowside Apartments	40											40			40
Meadowside II Associates LP	40											40			40
MeadowView at Clifton Park		70						70							70
Medford Senior Housing		36						36							36
Mercer Manor		26										26			26
Millstream Apartments	96						96								96
Millwood Arms		28										28			28
Morningside Senior Apartments		82					82								82
Moses Dewitt House	37						1			36					37
North Creek Run	53							53							53
North Creek Run II	11						11								11
Northview Apartments	24				24										24
Norwich Senior Housing		32			32										32
Orchard Park I		46			18							28			46
Orchard Park II		24			8								16		24
Oswayo Apartments		18			18										18
Parkview Apartments	24											24			24
Quinet Square Apartments	24											24			24
Pine Grove Apartments		48					28	20							48

Community	Family	Senior	MKT	HUD	USDA	PHA	TAX	TAX,PBX	HUD,USDA	HUD,TAX	HUD,TAX,PBX	USDA,TAX	USDA,TAX,PBX	PHA,TAX	Total
Pinehurst A Conifer Community		140	14				126								140
Pinehurst Senior Living Community	68		65				3								68
Poets Landing	72						72								72
Portside Commons	72						15							57	72
Portville Manor		24			24										24
Portville Square		24										24			24
Ravena Senior Housing		24			24										24
Read Memorial Senior Housing		28										28			28
Revere Run Apartments	79						79								79
Richmond Hill Pointe	48		13				35								48
River Pointe at Drum Hill Apartments		43	1					42							43
Rivercourt Apartments	18				18										18
Rochester General Hudson Housing		55		55											55
Roderick Rock		24			2							22			24
Rose Square	11						11								11
Schoolhouse Gardens		28										28			28
Scottdale Plaza Apts		22										22			22
Seneca Place Apartments	40						32	8							40
Seneca Woods Apartments	40				40										40
Shakespeare Park	84		11				73								84
Sharp Road Apts.	104						104								104
Sheffield Country Manor		24										24			24
Sherburne Senior Housing		29			29										29
Silver Maples Apartments		24										24			24
Sodus Benton Place Associates		48			48										48
Spring Ridge Senior		144	63				81								144
Springbrook	63		1	62											63
Springside School		74						74							74
St. Joseph's Apartments		66					66								66
St. Michael's II		32						32							32
St. Michael's Senior Housing		28					28								28
St. Patrick's Apartments		39					39								39
Stone Brook Apartments	30											30			30
Stone Ledge Senior Apartments	84						84								84
Summit Manor		24										24			24
Sunnybrook		150					150								150
Sunset West Apartments	40											40			40
Tamarack Apartments	542		76				466								542
The Bateman Apartments	24						24								24
The Hamilton	202			1						201					202
The Ledges Apartments	100		100												100
The Meadows at Ithaca	111		111												111
The Village East	88		88												88
The Woodlands at Northside	48						48								48
Tionesta Manor		36										36			36
Totiakton Manor	56				56										56
Tower View		25										25			25
Townview Apartments	36				27							9			36
Towpath Manor Apartments		97					1			96					97
Tremont Station		24										24			24
Twin Oaks	94						94								94
Village Manor Apts.		64		64											64
Village Square Apts.	75										75				75
Villas Of Geneva	40											40			40
Washington Street Apts.		30							30						30
Webster Manor	32											32			32
Wedgewood II Apartments		24										24			24
West Hills Square Apartments	109		25				73							11	109
Westlake Mews	150						150								150
Westport Homes	108		1				28							79	108
White Oak at Mantua	72						72								72
Whitehall Acres Apartments	64			64											64
Williamson Orchard Estates	113		1	112											113

Community	Family	Senior	MKT	HUD	USDA	PHA	TAX	TAX,PBX	HUD,USDA	HUD,TAX	HUD,TAX,PBX	USDA,TAX	USDA,TAX,PBX	PHA,TAX	Total
Williamson Orchard Estates II	48				48										48
Willow Landing Apts	40											40			40
Willow Landing II Apartments	24											12	12		24
Willow Point at Vista Center	100						100								100
Wood Creek	104		80				24								104
Woodburn Court II	50			50											50
Woodhaven Terrace	40											40			40
Woodside Apartments	32											32			32
Wright Village	24											24			24
Yorkshire Corners		24										24			24
YWCA	110		20				39	51							110
Report Totals:	8,084	4,308	1,164	779	684		5,189	717	69	1,429	75	1,931	61	147	12,258
Percent of Total:	65%	35%	9.5%	6.4%	5.6%		42.3%	5.8%	0.6%	11.7%	0.6%	15.8%	0.5%	1.2%	

Conifer Management, LLC - Operations

conifer
a real estate development and management company

RED Indicates – Lease Up or Upcoming Rehab/Development

Jim Reffelt
Senior Vice President

Lisa Casey
Executive Administrator

Wenda Glatz
Regional Manager
District #1
AP Kelly Doherty
Compliance: Brenda Marshall

- 121 Brown Square I
  60 Units
- 332 Brown Square II
  32 Units
- 701 Keeler Park
  525 Units

Gail Berryman
Area Manager #1
AP Kelly Doherty
Compliance: Brenda Marshall

- 238 Brookside
  64 Units
- 739 Brookside II
  88 Units
- 615 Meadowside I
  40 Units
- 710 Meadowside II
  40 Units
- 755 Sodus Benton Place
  48 Units
- 733 The Woodlands at Northside
  48 Units
- 235 Fort Hill
  57 Units
- 753 Williamson Orchard Estates I
  113 Units
- 754 Williamson Orchard Estates II
  48 Units

Sandy Gorie
VP of Marketing
District #2
AP Temp
Compliance: Brenda Marshall

- 258 200 East Ave
  77 Units
- 717 Erie Harbor
  131 Units
- 765 The Village East
  88 Units

Maggie Medina
Area Manager #1
AP Kelly Doherty
Compliance: Brenda Marshall

- 745 FIGHT Village
  246 Units
- 349 Foster Block
  44 Units
- 787 Harris Park
  114 Units
- 128 Jefferson Park
  69 Units
- 783 Macedon Manor
  24 units
- 757 Towpath III (former 125 & 309)
  97 Units
- 706 Willow Landing
  40 Units
- 723 Willow Landing II
  24 Units

Joanne Cicotte
Community Support Specialist
For Districts 1, 2 & 14

Christina Pankiw
Administrative Assistant

David Gilbert
Area Manager
District #5 NJ
AP Temp
Compliance: Julia Barsoum

- 522 Ferry Landing
  48 Units
- 507 Ferry Manor
  86 Units
- 523 CV Ferry Station
  50 Units
- 541 Lawnside Meadows
  40 Units
- 637 Tamarack
  542 Units

Mary Beth Feinberg
Area Manager #5
AP Temp
Compliance: Julia Barsoum

- 540 Gregory School
  65 Units
- 555 Gregory School II
  52 Units
- 503 CV @ Middletown I
  108 Units
- 505 CV @ Middletown II
  72 Units
- 590 Westlake Mews
  150 Units
- 589 Willow Point@ Vista Center
  100 Units

Susan DiMeglio
Regional Manager
District #5 NJ
AP Temp
Compliance: Julia Barsoum

- 882 Chestnut Station
  74 Units
- 406 Cornwells Heights
  60 Units
- 509 CV Cape May
  90 Units
- 518 CV Deptford
  91 Units
- 536 Gateway Village at Somerdale
  30 Units
- 506 Linden Lake
  82 Units
- 513 Manchester Village
  56 Units
- 517 Medford Senior
  36 Units
- 430 Millstream
  96 Units
- 525 Revere Run
  80 Units
- 514 Sharp Road
  104 Units
- 542 Springside
  75 Units
- 530 White Oak Lane
  72 Units

Richard Maygua
Area Manager #5
AP Temp
Compliance: Julia Barsoum

- 588 AHEPA-Highland
  57 Units
- 526 Leland Gardens
  256 Units
- 534 Madison
  18 units
- 586 Portside Commons
  72 Units
- 643 Westport Homes
  108 Units
- 511 Woodhaven (Deans)
  40 Units

Keenan Robinson
Area Manager #6
AP Kelly Doherty
Compliance: Julia Barsoum

- 653 Marley Meadows
  36 Units
- 652 Morningside
  82 Units
- 607 Shakespeare PK
  83 Units
- 601 Westhills Square
  109 Units

Laura Scott
PM Coordinator
For District 6

Lisa Bowen
Regional Manager
District #6
AP Kelly Doherty
Compliance: Julia Barsoum

- 604 CV @ Cambridge
  76 Units
- 611 CV Cambridge II
  70 Units
- 608 Foxtail Crossing
  46 Units
- 621 Marwood
  155 Units.
- 612 North Creek Run
  53 Units
- 613 North Creek Run II
  22 Units
- 654 Richmond Hills
  48 Units
- 616 Spring Ridge
  144 Units
- 491 Whitehall Acres
  64 units

Cyndi Hartlieb
Area Manager #6
AP Kelly Doherty
Compliance: Patrice Kocher

- 403 Geneva Greens
  64 Units
- 402 Ivey Lane Apts
  138 Units
- 401 Kelly Meadow View
  48 Units
- 602 Sunnybrook
  150 Units
- 483 Tower View Apts.
  25 Units
- 485 Tremont Stat Manor
  24 Units

Raquel Diaz
District Manager
District #14
AP Kelly Doherty
Compliance: Brenda Marshall

- 861 Abraham Lincoln
  69 Units
- 744 Market Apartment at Corpus Christi
  42 Units
- 346 East Court
  85 Units
- 784 Hilton Manor
  40 units
- 110 Hudson Housing
  55 Units
- 207 Huntington Park
  75 Units
- 726 Jerome
  37 Units
- 348 Pinehurst
  68 Units
- 880 Seneca Place
  40 Units
- 716 The Hamilton
  202 Units
- 729 St. Michael's I
  28 Units
- 619 St. Michael's II
  32 Units
- 353 Totiakton Manor
  56 Units
- 384 YWCA
  110 Units

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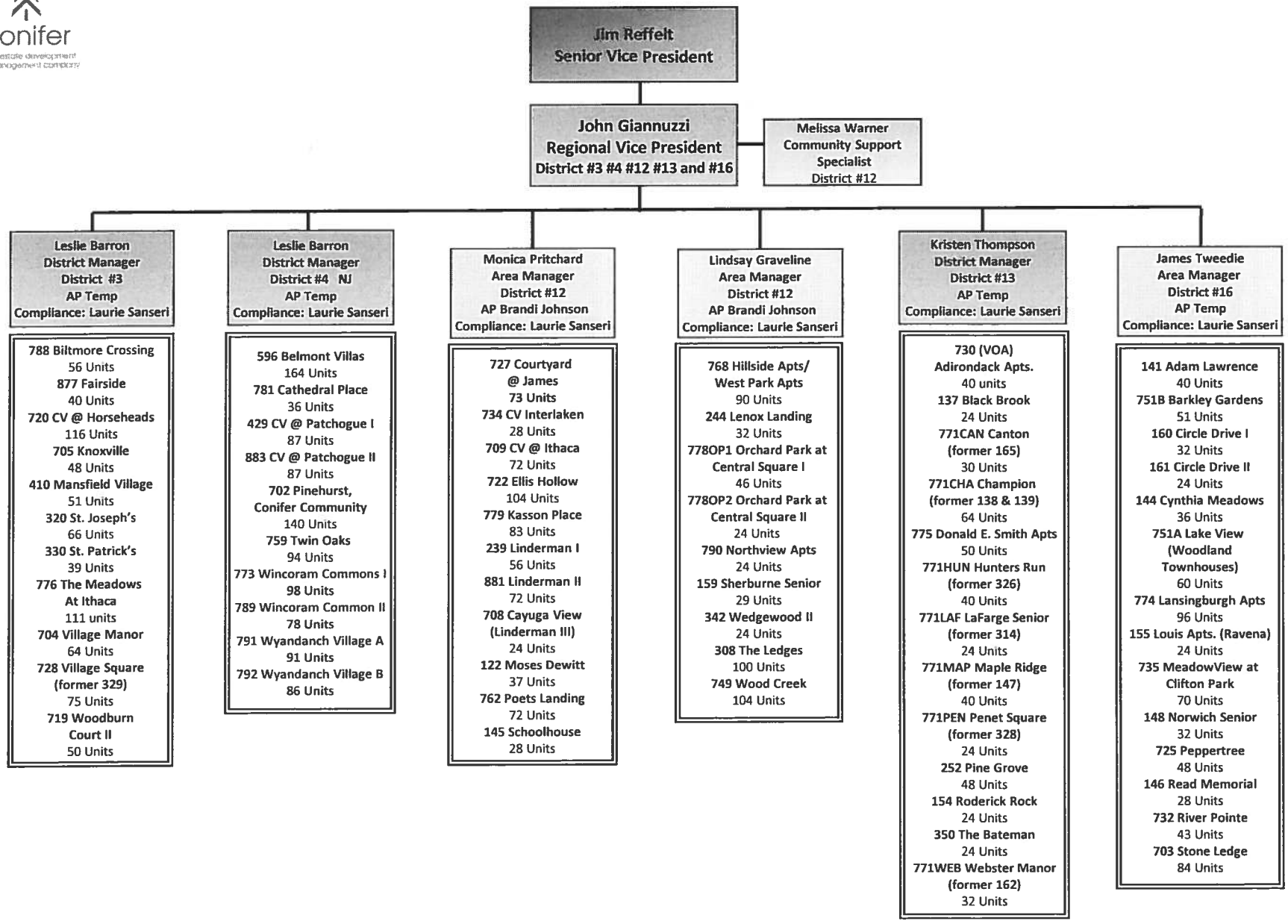
Conifer Management, LLC - Operations



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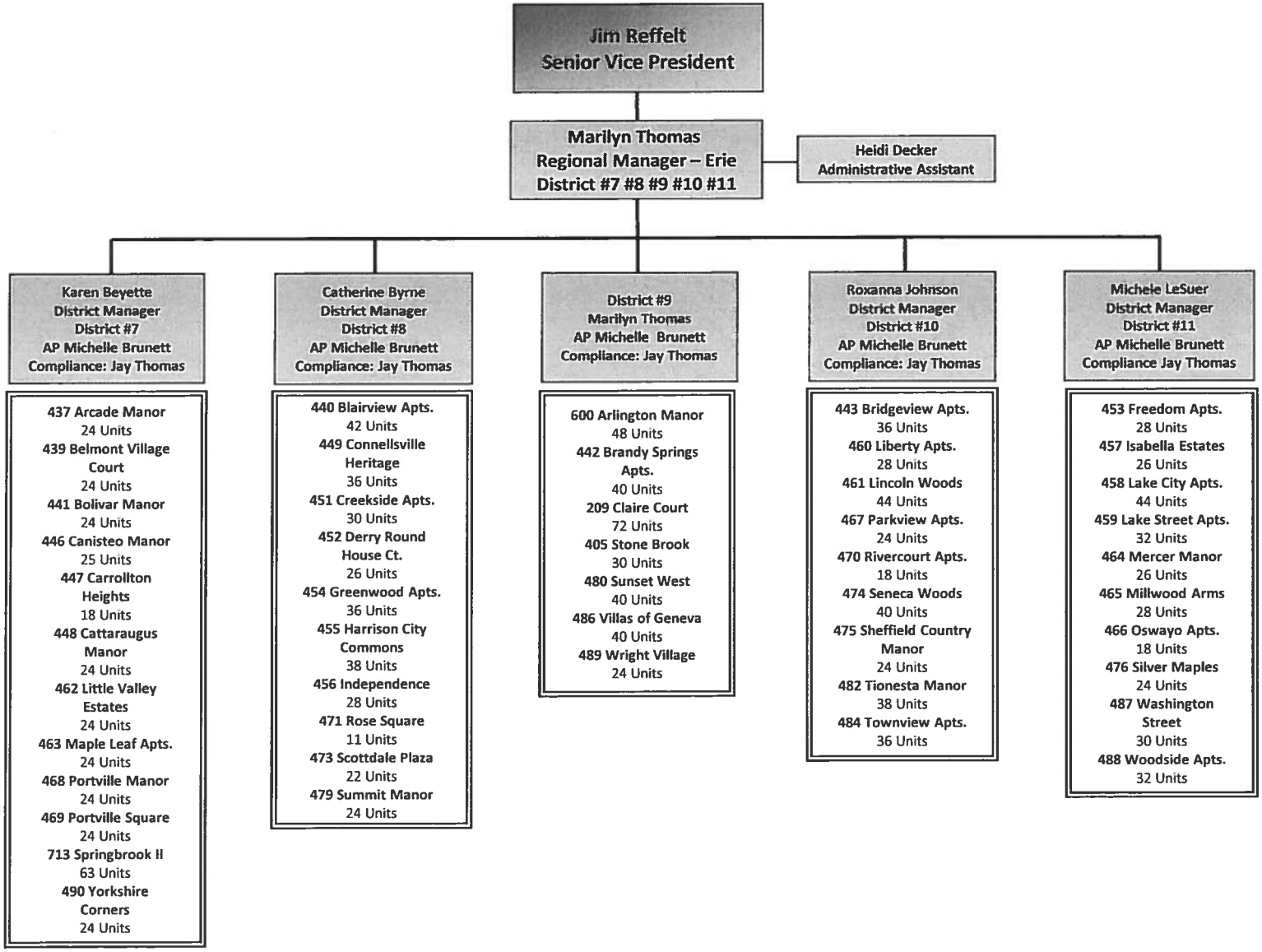

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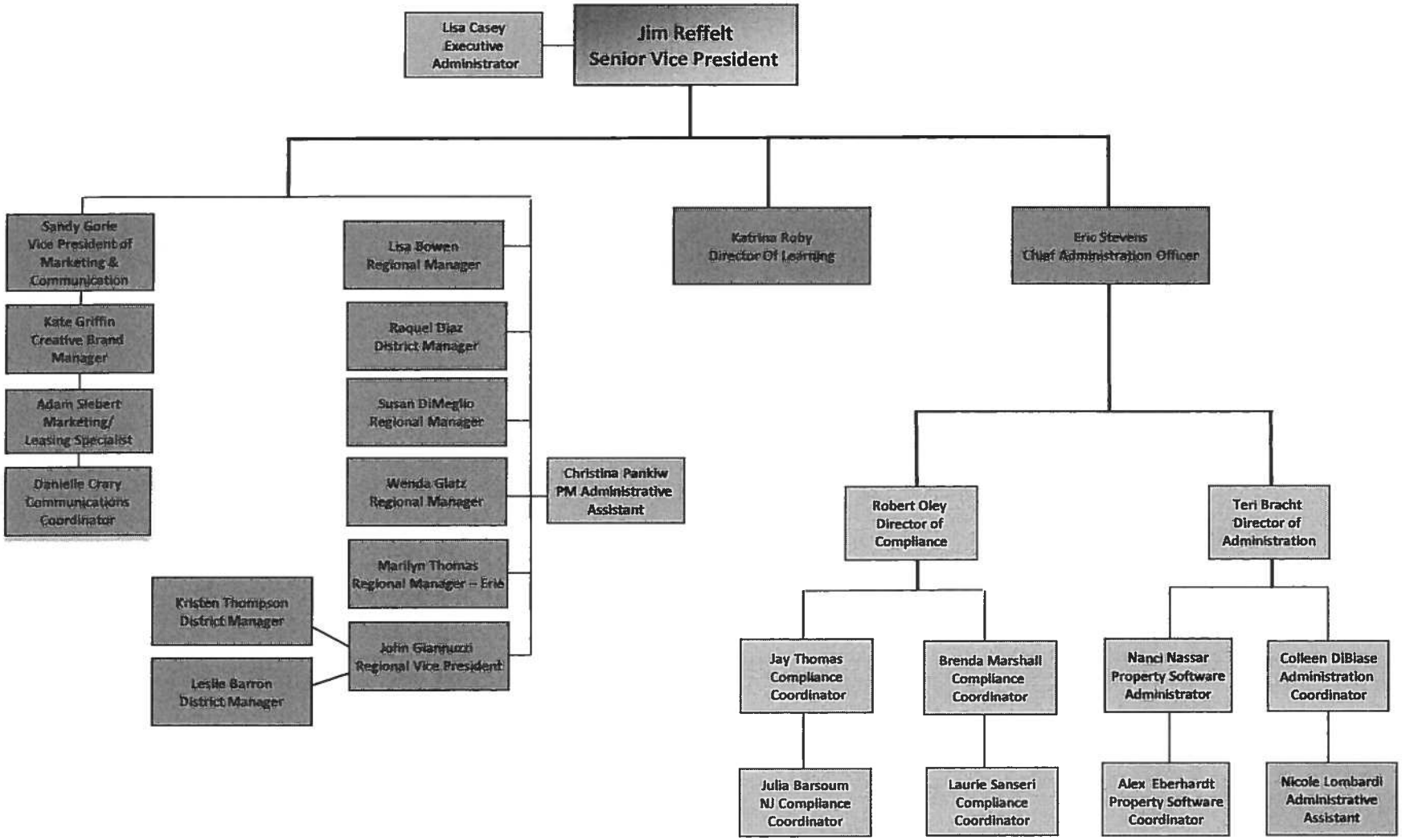
Conifer Management, LLC - Operations



CoreLogic
SafeRent

Our resident scoring products are designed to take the guesswork out of selecting the applicants who are most likely to adhere to the terms of their lease. SafeRent offers the following products to help minimize risk:

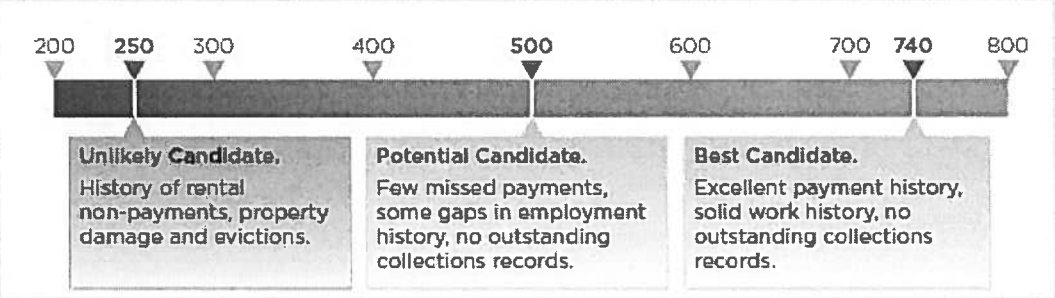
Registry ScorePLUS®

The Registry ScorePLUS statistical lease scoring model is a fact-based method for evaluating the risk in a proposed rental transaction. The model delivers a score that ranks leases by the loss they are likely to cause to an apartment community for:

- Unpaid rent
- Lease termination
- Property damage

A unique score is delivered for each application. On average, leases with higher scores are less likely to cause a loss than leases with lower scores. Each lease score is a summation of points based on factors from the:

- Application
- Credit report
- Landlord-tenant court records
- Consumer subprime credit data
- Other relevant sources of predictive information



Our three-digit statistical lease score tells you which applicants are likely to default on their leases, and who is likely to stay longer, protect your property and be better able to absorb potential rent increases.

RegistryINSIGHT®

Combining the essential screening services and scoring into one powerful easy-to-use decision tool, Management Reports include:

- RegistryCHECK®
- Registry ScorePLUS
- Credit Report
- AppALERTSM

Lease Performance Analytics

SafeRent offers a variety of advanced services that leverage ScorePLUS to deliver superior lease, property and portfolio-level results. This solution includes a recommendation of decision points, which automatically balances property occupancy with changes in the volume and quality of applicants by recommending the optimal decision points as a result of evaluating vacancy and applicant traffic. You also receive enhanced reporting that provides an overview of the score results at the property level.

Basic Criminal Background Check Notes:

- There are 2 main criminal check databases, AOC – Administrative Office of the Courts and the DOC, Department of Corrections. States determine whether or not this information is a) available and b) if there is a monetary fee for access to the information.
- Individual States determine what criminal information is available. For example NYS criminal checks only go back 7 years.
    - **In 2010 it was determined that sex offender searches are not applicable to the Fair Credit Reporting Act (FCRA) meaning that sex offender records go back indefinitely and are not subject to state limitations.**

Sex Offender Search Specifics:

- SafeRent searches for sex offenders on the Dru Sjodin National Sex Offender Public Website which is the search method mandated by HUD. Please note that: *"The criteria for searching are limited to what each individual jurisdiction may provide. Also, because information is hosted by each jurisdiction and not by the federal government, search results should be verified by the user in the jurisdiction where the information is posted. Users are advised to visit the corresponding jurisdiction Websites for further information and/or guidance, as appropriate."* – Dru Sjodin website www.nsopw.gov
    - For example in NYS only level 2 (moderate risk) and level 3 (high risk) offenders are listed. Level 1 (low risk) are not listed. In some cases even level 2 and level 3 offenders are not listed as a result of a lawsuit filed by The Legal Aid Society on behalf of individuals convicted of sex offenses. This means that these individuals would not show up on the Dru Sjodin website at least through the NYS Jurisdiction.
- HUD States: Owners must terminate the tenancy of a participant who is subject to a lifetime registration requirement under a State sex offender registration program who was erroneously admitted (the household member was subject to a lifetime registration requirement at admission and was admitted after June 25, 2001) and is receiving assistance.
- HUD Recommends that at annual recert O/A's ask all whether or not any household member is subject to a State lifetime sex offender registration program in any state. O/A's should verify this information using the Dru Sjodin National Sex Offender Database.
- State Differences – Individual States determine what is considered a level 1, level 2 or level 3 sex offender for that state. Each state also determines how long each risk level must register. For Example:

New York	New Jersey	Pennsylvania	Maryland
1 – 20 yrs; unless there is a high threat designation; then life	1 – on registry if subject to Megan's Law	1 – 15 years	1 – 15 years
2 – Life	2 – on registry if high risk	2 – 25 years	2 – 25 years
3 – Life	3 – on registry	3 - Life	3 - Life

- In most states level 1 and level 2 offenders can appeal to be removed sooner if there is a period of time without any new offenses.

Miscellaneous SafeRent Criminal Background Check Notes:

- Criminal Suppressed – means the criminal background was run and there are either no findings or the findings are minimal such as a traffic violation; this not a reason to deny an applicant.
- Due to privacy laws criminal background checks do not use SSN's. It is very important to ensure correct data entry with the name fields and DOB fields when screening an applicant in SafeRent.

Conifer Management, LLC
Management Plan

Community Name:
Owner Name:
Address:
County:
Number of Units:
Type:
Effective Date:

1. **RESPONSIBILITY OF OWNER AND DELEGATION OF AUTHORITY TO MANAGEMENT AGENT**
The Owner and Management Agent for the property have developed and will adhere to the management requirements which are designed to:

- Meet the statutory provisions of the Programs;
- Protect the State's investment in the units;
- Establish a level of owner accountability which can be verified by supervising agency; and
- Provide a basis for ensuring the future viability of the property.
- This Management Plan shall comply with all supervising agency rules and regulations.

a. Management Agent, Conifer Management, LLC, will be used to oversee the operations of the property.

b. Delegation of the duties and responsibilities of the Management Agent will be spelled out in a Management Agreement, which will be reviewed and approved by the supervising agency and the Owner of the property.

c. An identity of interest relationship exists between the Owner of the property and the Management Agent. Conifer Management, LLC is a wholly owned subsidiary of Conifer Realty, LLC. Conifer Management, LLC is an operating business with a clearly established track record in the management of residential and commercial real estate. The individuals, who make up Conifer Management, LLC are experienced in the management of all types of real estate. Conifer Management, LLC is fully qualified to undertake the property management responsibilities for the subject property.

d. On-site staff, whose wages and benefits will be a cost of the property, will directly oversee the daily operations of the site. Any on-site staff will report to, and be directly responsible to Conifer Management, LLC District Manager assigned to the property. With the exception of specific, property related expenses approved in advance by the supervising agency, the cost of the District Manager's wages and benefits will be an expense of the Management Agent, Conifer Management, LLC, and included in the monthly fee charged for services.

e. The Management Agent must consult the Owner for any expenditure over $5,000 except for regular mortgage and escrow payments and management fee payments or except for a situation that calls for an immediate answer or a decision that has to be made in an emergency. The Owner must approve the annual budget that will be prepared by the Management Agent. The Owner, or his designated representative, must also be contacted in the event of a legal dispute, charge of discrimination, or significant environmental or life safety problem involving the site.

f. The Senior Vice President of Conifer Management, LLC, is the key contact person for the Management Agent. The key contact person will be involved in decisions associated with the above referenced issues. There are no singularly incurred operating expenses common to the Owner and the Management Agent that are divided between both parties.

g. All decisions involving required reports by the supervising agency, all management related matters including reserve disbursements, personnel administration, community relations, and employee terminations will be made by the Management Agent. The Owner will make all decisions regarding financing, refinancing, real estate tax appeals, and sale of the property.

h. Operating expenses such as office supplies, maintenance and janitorial supplies, and staff wages and benefits will be considered to be singularly incurred expenses which will be charged back to the Owner. The charge back to the property will be based on the number of hours actually worked on the specific site. Hazard and liability insurance coverage for this property and for all properties managed by the Management

Agent is, however, bid out as a group policy in order to minimize the cost to all the properties. The amount of the annual premium charged to the property is based upon an underwriter's allocation of cost as provided by the insurance consultant who places the group policy.

2. PERSONNEL POLICY AND STAFFING ARRANGEMENTS

a. All hiring will be in conformance with federal, state and local laws pertaining to equal opportunity. Hiring will be done on the basis of capabilities and potential.

b. Property-staffing plan is:
- Community Manager
- Maintenance Supervisor

Conifer provides Fringe benefits Health, Dental, AD&D, Short & Long term disability, 401K sick and vacation time to all eligible employees.

c. In addition to these personnel, Conifer Management, LLC will provide central office employees to render additional services that can best be provided on a centralized basis. These centralized services will include, but are not limited to, assistance in lease preparation, administrative approval of resident certification and recertification, provision of resident services, and procurement of supplies and equipment. Unless approved in writing by the supervising agency, the cost of the additional central office personnel will be a cost of the Management Agent, and not of the property.

d. The Management Agent's District Manager will direct the on-site staff in discharging their duties. The Community Manager will report to the District Manager designated by Conifer Management, LLC's Senior Vice President in charge of Property Management who, in turn, reports directly to the Owner of the property. Decisions regarding personnel policy and conditions of employment will be made by the District Manager, who will hire the Community Manager and all other personnel associated with the property. If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the Grievance procedure. No employee will be penalized, formally or informally, for voicing a complaint with Conifer in a reasonable, business-like manner, or for using the problem resolution procedure.

e. Property staff and maintenance workers on the property will be trained in the appropriate methods for completing their job responsibilities by the District Manager. In this endeavor, the District Manager may use personal training, written texts and handbooks, and classroom training as appropriate. All employees will be subject to a six-month probationary period during which time they will be expected to learn and demonstrate competence in the applicable supervising agency regulations and good management practice.

f. Community Managers and/or Rental Staff will be initially trained in the LIHTC procedures and policies. Additional training will be provided as needed after Annual Performance Review.

g. "Termination" of employment occurs when the employment relationship with the employee is ended, for whatever reason. A termination can be either Voluntary (the employee chooses to leave) or Involuntarily (the employee is discharged for cause or laid off). In either case, the Senior Vice President will be responsible to review each termination and assure all appropriate measures have been taken.

3. PLANS AND PROCEDURES FOR MARKETING UNITS, ACHIEVING AND MAINTAINING FULL OCCUPANCY, AND "AFFIRMATIVE FAIR HOUSING MARKETING PLAN" REQUIREMENTS.

a. The intent of the marketing plan will be to reach low-income and minority persons least likely to apply for housing at the property without special outreach efforts. These outreach efforts will include conversations or meetings with and letters to area agencies and social organizations known to have an affiliation with minorities or the underprivileged. These communications will apprise the organization of the existence and availability of the housing units and encourage affiliates of the organization to apply for housing.

b. Conifer Management, LLC will work to maintain the highest occupancy possible by the above referenced employee training program, the above referenced marketing program, and by providing an annual performance bonus to employees in instances where it can be shown that their performance led directly to maintaining high occupancy and the selection of appropriate residents. The bonus given in excess of the salary identified in the approved budget will be paid for out of the management fee.

c. The property will be advertised by signs at the site, handout brochures or fliers made available to interested parties, and newspaper insertions in local and regional papers. Irrespective of the property's occupancy level, an annual newspaper ad will be run for one week and/or one weekend in the regional newspaper serving the area advising the public of an opportunity to place names on the property wait list. Aforementioned advertising can be waived if deemed unnecessary with the written approval of the supervising agency and the Owner.

d. The property staff will take reasonable steps to ensure effective communication with applicants, residents, and members of the public that have sight or hearing impairments. These steps will include, but not be limited to the following:
   - As-needed access to TDD equipment or services, which allow current or prospective hearing-impaired residents to communicate to the office via the phone.
   - As-needed access to a reader, in the event a sight impaired applicant or current resident requires such services to review documents associated with applying for or leasing an apartment unit.
   - Permit residents with handicaps to use assistive devices and service animals.
   - Include evidence of Management's willingness to take the referenced steps in ads, brochures or communications about the property.

e. The property will, upon request, make reasonable accommodation to allow the apartment units to be fully enjoyed by residents with disabilities or handicaps. The accommodations may include but not be limited to the following:
   - paddle type faucet handles and door knobs
   - entry buzzers and smoke detectors for the hearing impaired
   - specific assignment of handicap parking spaces
   - addition of as-needed railings and grab rails

f. In the event a disabled resident or applicant requires a structural modification to an apartment unit to allow it to be fully usable, the owner will, take steps to maximum extent feasible to accommodate all fair and reasonable requests. Requests will be made by the resident in writing, detailing the scope of work requested, and reviewed by the Senior Vice President along with the Reasonable Accommodation Committee. If further accommodations are requested and they are beyond the reasonable financial ability of the property or not structurally feasible, Management will not approve the modification. If the change is beyond the reasonable financial ability of the property, Management will approve of the change if the resident agrees to pay for the work. The agreement relative to the change will be in writing, approved by Management with consultation of our Reasonable Accommodation Committee and retained with the resident's file.

g. The property wait list will conform to supervising agency requirement regulations or any subsequent modifications thereof.

h. All residents at the property will receive a move in inspection form that records the condition of their specific apartment at the initiation of their lease term. This form will be used as a basis to determine the amount of damage charges, if any, which must be assessed against the resident for unusual wear and tear, at the time of lease termination.

i. All residents will receive an orientation interview with the Community Manager when the lease is signed. Rules and Regulations will be discussed and the resident will be presented with copies of the Rules and Regulations, and any other documents, booklets or fliers that might prove helpful. At or prior to move-in, each new resident will be visited by the Community Manger or Maintenance Superintendent to conduct a move-in inspection of the unit. At that time, the resident will have an opportunity to ask questions about the system for requesting service and the Community Manager can determine if any special accommodations are needed to provide fully acceptable housing.

j. The Community Manager will be assigned the responsibility to determine resident or applicant eligibility and their location on the property wait list.

k. The Property wait list(s) procedure is described in Section 4. (a) below as well as in the Resident Selection Plan.

l. The Property office will be open approximately **40** hours per week. The specific office hours will be posted on the front of the Rental office and will be made known to prospective residents via a recorded telephone message.

4. PROCEDURES FOR DETERMINING ELIGIBILITY AND FOR CERTIFYING AND RECERTIFYING INCOMES.

a. All applications, including ineligible or unacceptable applications, will be kept on file for inspection and review by the supervising agency. All ineligible or unacceptable applicant files will be subject to review if the prospective resident raises a question. Once a completed application is received and assets and income are verified, the resident's name will be placed on the very low, low or moderate waiting list according to their income level. Date and time will be recorded on the waiting list when the application is received. The resident will be notified in writing if their application is accepted or rejected. This list will be of a type that eliminates any opportunity to adjust the chronological order of the applicants. The list will be kept at the community rental office and will be available for inspection.

b. The Community Manager assigned to the property will receive training in the administrative requirements of the supervising agency in regards to certifying and recertifying residents. The training will consist of handbooks, policy and procedure manuals, support documents and interviews with other experienced Community Managers. Community Managers will attend available seminars and courses offered in the area to remain current with the administrative and regulatory requirements of the property. District Managers will undergo the same type training to ensure that they remain knowledgeable about appropriate operational procedures for the property.

5. LEASING AND OCCUPANCY POLICIES

a. Management will use its best efforts to avoid overcrowding within the rental units. At the time of this plan, the guidelines in effect are as follows:

Number of Bedrooms	Minimum Occupants	Maximum Occupants
0 Bedroom	1	2
1 Bedroom	1	2
2 Bedroom	2	4
3 Bedroom	3	6
4 Bedroom	4	8

The above occupancy standards will serve as general guidelines. If all of the following conditions are met:

- No household, otherwise eligible and having the number of members appropriate to the unit, is available to occupy the unit and management has made a diligent effort to reach residents who qualify for the larger or smaller unit;
- The resident transfers to the first correctly sized unit if and when it becomes available.

b. Admission criteria for selecting residents for occupancy will be as follows:

- Resident selection will be according to the Resident Selection Criteria in the Resident Selection Plan.
- The prospective resident must be income qualified according to the current income guidelines.
- The prospective resident must demonstrate the ability to pay rent and possess a favorable rent payment history and a favorable credit history.
- The Community Manager will enter the applicant's information into a third-party Resident Screening software system in order to determine compliance with credit and criminal requirements in an objective manner.
- Applicants who are ineligible cannot be selected.
- The prospective resident must have no indication of prior violent behavior or untreated problem with alcohol or drugs that supports a reasonable assumption that the prospective resident will be a threat or danger to other residents at the property.
- Applicants would never be rejected arbitrarily such as on the basis of race, color, religion, sex, handicapped status, age, familial status or national origin.

c. The Community Manager will receive training in the supervising agency administrative requirements as they pertain to lease provisions, prohibitions, occupancy standards, and admissions policies before being assigned to the site. The Community Manager will maintain a consistently high degree of knowledge, skill and ability in the above areas.

d. When non-English speaking or reading persons apply for or rent an apartment, as-needed provisions will be made to provide readers or translators to assure that such persons understand the lease agreements or established rules and regulations.

6. RENT AND OCCUPANCY CHARGE AND OCCUPANCY SURCHARGE COLLECTION POLICIES AND PROCEDURES

a. Rent at the property is due and payable in advance, on the first day of the month. Residents are allowed a five day grace period before the imposition of late payment penalties as stated in the lease.

b. All rents and occupancy payments are to be made at the Rental Office. A rent payment drop box will be provided and clearly marked to accommodate payments after normal working hours. The Community Manager is responsible for posting a rent receipt ledger card and establishing the resident's rent payment history.

c. Collections will be made by check or money order. Collections of all types will be deposited on a regular basis. Generally, **NO CASH** will be accepted.

d. ALL rent is due and payable on or before the first day of each month. However, a grace period is standard and may vary from community to community based on the lease agreement. This information should be reviewed with each new move-in unless the site is governed by local, state, or agency requirements **Conifer's Policy** is as follows:

- ***1st through 5th:*** Rent is due on the 1st day of each month and is considered late after the 5th day of the month.
- ***On the 6th:*** A late fee is charged on the 6th day of the month, along with a processing notice to pay or face eviction.
- ***On the 11th*** Eviction proceeding commence
  Follow local, state or agency procedure

e. The amount of the security deposit the resident is responsible for is basic rent amount at the time of move in. The Community Manager allows residents to pay the required security deposit in installments if the resident is unable to pay the entire amount at the time of lease signing. Security deposits are deposited under the property's name and then each resident has an individual account under the resident's name and social security number. The bank controls the account, provides accounting records of same, and returns the security deposit to the resident at the request of the Community Manager. All interest earned on the security deposit, is returned to the resident at lease termination providing the apartment has not sustained any damage and providing the resident is not in default of any required rental payments. At the resident's request, security deposit interest will be paid to the resident at the end of each fiscal year.

7. PLANS AND PROCEDURES FOR CARRYING OUT AN EFFECTIVE MAINTENANCE, REPAIR, AND REPLACEMENT PROGRAM

a. A preventive maintenance program will be established to prevent serious mechanical failures and physical deterioration of the buildings.

b. As-built plans and specifications will be kept at the site office. Central Office construction advisors will be responsible to update these plans whenever modifications to the property are made.

c. Appliances and mechanical equipment will be checked on an as-needed basis, but no less than annually. Service will be provided on an as-needed basis or on a regular, cycle basis, as suggested by the manufacturer of the equipment.

d. Safety checks of smoke detectors and carbon monoxide detectors will be done at apartment turnover, and annually. A qualified technician will check fire extinguishers, fire alarms, sprinkler systems, fire panels at least annually. Outside lighting and potentially hazardous conditions will be checked on a regular basis and attended to in an expeditious fashion.

e. Apartments will be inspected for damage and redecoration needs at the time of lease termination. Repairs and redecoration will be completed on an as-needed basis prior to occupancy by a new resident. Apartments will be inspected annually.

f. Major exterior painting and common area painting will be completed on an as-needed basis. The intent will be to keep the painted surfaces from deteriorating prior to their full estimated useful life. Major interior painting will be

done between apartment occupancy changes, if needed. Apartments that have had no occupancy change will be painted on a five-year cycle.

g. Exterior repairs will be completed on an as-needed basis. Grounds care will be completed on a weekly basis during the growing season. Additional grounds work will be completed on a seasonal basis, as conditions require.

h. Garbage and trash will be removed from the property on a weekly basis.

i. Snow removal will be carried out as follows: A snow plowing contractor will be contracted to remove snow as per the property's snow plow/snow removal service contract.

j. Common area clean up, including common halls, community rooms, laundry rooms, parking lots, etc. will be performed on a regular, as-needed basis, but not less than once per week. The stated intent of the janitorial program will be to address problem conditions as quickly as possible after they arise, and to maintain a structured cleaning program that ensures that all areas of the property are inspected and cleaned on a regular basis.

k. Maintenance service requests are submitted by the residents as conditions warrant. Service requests are submitted in writing or via telephone to the Community Manager. Once received, the request is logged into the management software system, and given to the Maintenance staff. Upon completion of the request, Maintenance staff informs the Community Manager, who then enters completion date and any other pertinent information into the electronic system. Service requests are routinely attended to within 48 hours of their submission. When special conditions or a lack of appropriate repair parts postpones completion of the required service, the affected resident will be notified and advised of estimated service completion date. An answering service is utilized for after-hours service requests; the answering service contacts the on-call maintenance personal who addresses after-hours service requests.

l. Invoices for property operations are processed on a monthly basis. Accommodations are made to process payments on a special basis if same is needed to avoid late payment charges or penalties.

m. The property-operating budget will be completed during the last quarter of the current fiscal year for the subsequent fiscal year. Supervising agency budgeting forms and guidelines will be adhered to so that the approved budget is a realistic and cost efficient financial plan for the property.

n. Major replacement or repair items will normally be funded from property replacement reserves. Prior to initiation of major replacement or repair work, an outline of the work and an estimate of cost along with competitive bids will be submitted to the supervising agency for approval. Upon completion of the pre-approved work, replacement reserve funds will be released for payment.

8. PLANS AND PROCEDURES FOR PROVIDING SUPPLEMENTAL SERVICES.

a. Centrally located laundry machines are available for the residents.

b. The laundry machines are owned by the property. The cost of maintaining or replacing the equipment will be the responsibility of the property.

c. Cash from the equipment will be collected bi-monthly (or sooner, if necessary) by the Community Manager. The Community Manager will deposit the money in the operating account. A summary is done of every deposit made, and is reviewed by the owner.

9. PLANS FOR ACCOUNTING, RECORDKEEPING, AND MEETING SUPERVISING AGENCY REPORTING REQUIREMENTS.

a. All monthly and annual reports required by the supervising agency will be prepared and submitted by an assigned administrative assistant at the Conifer Management, LLC central office. The books and records of the property will generally be kept on a cash basis, with annual accruals as prepared or approved by the accountants servicing the books and records of the property.

b. All security deposit, reserve, and operating funds of the property will be adequately FDIC insured.

c. The Management Agent will maintain a central funds collection and disbursement account system for the purposes of expediting bill paying from a single checking account. Using a centralized computer accounting system, funds equal to an amount identified in the specific property's monthly accounts payable log will be transferred into the central funds disbursement account. Checks, identified with the property's name, will be computer generated and paid out of the account. A specific check disbursement journal will track all transactions, and ensure that excess funds are not transferred into the account.

d. Reserve funds will be maintained separate and apart from those of other properties owned or managed by the Owner/Management Agent.

e. The property bookkeeping chart of accounts and bank accounts will be fully compatible with the supervising agency regulatory rules.

f. Quarterly and annual financial reports required by the supervising agency will be prepared by a Conifer Management, LLC central office member, unless they require the assistance or approval of an independent accountant.

g. The firm or individual engaged to perform the annual audit or verification of review will not be associated with the property, other than to prepare the audit or review.

h. The property will utilize as many forms and records as are needed to ensure that the property is operated in an appropriate fashion. The records will be retained for the full term of any rental assistance contract and as further required by law. Accounting records are maintained in the Corporate Office by the Accounting Manager and resident's records are retained on-site by the property manager for a minimum of three years if the resident is living in the unit and a minimum of 3 years if the resident has moved out. The initial tax credit file will be retained for a period not less than twenty-one (21) years.

i.

RECORDS MAINTAINED ON SITE BY THE PROPERTY STAFF	RECORDS MAINTAINED AT CONIFER BY MGMT. AGENT	
rental applications	approved budget	certificate of occupancy
income verifications	management plan	site accident reports
leases	management agreement	regulatory agreement
resident rent roll	mo. financial statements	partnership documents
resident correspondence	monthly rental vouchers	legal communications
apartment inspection forms	insurance policies	
completed service requests	r.e. tax information	
energy audit information	paid bills	
preventive maintenance checklists	aged accounts receivable	
affirmative fair housing info.	employee files and records	
wait list	accounting records	
marketing/outreach documentation	bank statements	

10. ENERGY CONSERVATION MEASURES AND PRACTICES

a. Residents will be reminded of the importance of energy usage and the relationship of increased energy costs to increased rent through the resident newsletter, fliers, and community presentations. An energy audit acceptable to supervising agency will be conducted every five years.

b. During the move-in interview, residents will be instructed in appropriate energy conservation practices that they should follow to minimize the amount of energy used on the property. Information regarding energy efficiency practices will be retained in the property management office and made available to the residents.

c. Management will control the heat, lights and water used in the community room or in the common areas of the property. To reduce energy costs at the property, management will investigate the usage of, and if appropriate and affordable, utilize the following to promote energy efficiency:
- energy efficient fluorescent lighting
- water saver shower heads, toilet tanks, spout aerators
- added insulation
- interior storm shields
- caulking and weather-stripping as appropriate

- energy efficient boilers and water heaters
- utility timers and photoelectric cells
- night set-back thermostats

d. Whenever an energy audit is carried out, management will review the findings and determine if any corrective measures are in order and affordable. Management will avail itself of the services of consultants and inducements offered by the utility companies in this regard. Energy efficiency measures will be discussed no less than annually when the projected budget is prepared and submitted to the supervising agency for approval. The District Manager will be the person to discuss the viability of any of the energy conservation measures.

e. The energy audit may be waived if agreed to in writing by the supervising agency and Owner.

11. PLANS FOR A RESIDENT ORGANIZATION AND RESIDENT'S RELATIONSHIP WITH MANAGEMENT

a. Conifer Management, LLC encourages and supports all appropriate resident organizations and groups. Management addresses the issue of establishing and maintaining resident organizations when it meets with the residents during organized gatherings or through resident newsletters.

b. Both the District Manager and the Community Manager shall be knowledgeable of the supervising agency Resident Grievance and Appeals Procedures; the Community Manager shall be responsible for responding to requests under the procedures. Copies of the procedures will be kept at the site office and made available to the residents. A copy of the procedure will be posted in a conspicuous place such as the bulletin board in the community room or the mail room at the property.

13. PLAN FOR CARRYING OUT MANAGEMENT TRAINING PROGRAMS

a. Management is expected to maintain a high degree of proficiency in the skills required to administrate and operate a regulated rental property and to remain fully compliant with all applicable Federal, State and local laws or ordinances. Management will be familiar with provisions of supervising agency directives issued by the Government.

b. Management representatives, including on-site staff will attend courses and seminars as needed. The Community Manager will attend certification training from an outside source. Management will also conduct internal training seminars on-site and at its central office to ensure that an acceptable level of proficiency is maintained. These seminars, workshops or remedial training sessions will include but not be limited to training in certification/recertification, marketing, computerization, maintenance, emergency preparedness, and personnel administration.

14. TERMINATION OF LEASES OR OCCUPANCY AGREEMENTS AND EVICTIONS

a. The Community Manager may terminate any occupancy only for material noncompliance with the lease or occupancy agreement or other good cause such as:
   - Ineligibility for tenancy.
   - Action or conduct of the resident which disrupts the livability for the property by being a direct threat to the health or safety of any person, or the right of any resident to the quiet enjoyment of the premises, or that results in substantial physical damage causing an adverse financial effect on the property, or the property of others, EXCEPT when such threat can be removed by applying a reasonable accommodation.
   - Expiration of the lease agreement period is not sufficient grounds for eviction of a resident.

b. Material noncompliance with the lease includes:
   - One or more substantial violations of the lease agreement.
   - Nonpayment or repeated late payment of rent or other financial obligation due under the lease beyond any grace period.
   - Admission to or conviction for use, attempted use, possession, manufacture, selling, or distributing of an illegal controlled substance that is conducted in or on the premises by the resident or someone under the resident's control, or is allowed to happen by a household member or guest because the resident has not taken reasonable steps to prevent or control such illegal activity or taken steps to remove the household member or guest who is conducting the illegal activity. It is the intent of this provision that innocent people in the household can remain in the dwelling unit if an otherwise eligible household remains or can be formed after the removal of the household member(s) engaged in the illegal activity.
   - Other repeated minor violations of the lease which disrupt the livability and harmony of the property by adversely affecting the health or safety of any person, or the right of any resident to the quiet enjoyment of

the leased premises and the related property or that may have adverse financial effect on the property. Decisions in this regard will be based on current, objective data, not supposition. Conduct cannot be considered as other good cause unless prior notice has been given to the resident that the conduct will constitute a basis for termination of tenancy.

c. Prior to termination of the lease agreement, Management must provide Resident with a Notice of Violation. The Notice of Violation will:
   - Describe the violation of the lease by referring to the relevant provisions of the lease and stating the nature and frequency of the violation in order to enable the Resident to understand and correct the problem. In those cases where the lease or occupancy agreement violation is due to the Resident's failure to pay rent, the Notice will state the dollar amount of the balance due on the rent account and the date of computation.
   - State that the Resident will be expected to correct the lease violation by a specified date that shall be no less than ten (10) days of the notice.
   - State that the Resident may informally meet with Management to attempt to resolve the stated violation before the date of corrective action specified in the Notice.
   - Advise the Resident that if he or she has not corrected the stated violation by the date specified, Management may seek to terminate the lease by instituting an action for eviction at which time the Resident may present a defense.

d. Management shall serve the Notice by sending it first class mail to the Resident at his/her address at the property, or by serving a copy of the notice on any adult person answering the door at the dwelling unit, or if no adult responds, by placing the Notice under or through the door. Service shall not be deemed effective until either method of notice as described herein has been accomplished. The date on which the notice shall be deemed to be received by the resident shall be the date on which the notice provided for in this paragraph is properly given, whichever method of service is used.

e. Upon failure by the Resident to meet the condition(s) or correct the violation(s) stated in the Notice Violation by the date specified the Resident will be notified that the occupancy is terminated and that eviction is being sought through the appropriate judicial process.

f. The Notice of Termination will state the basis for the termination of the Agreement, and will include the location and regular office hours during which the Resident (or counsel) may view its file and copy any information it contains to aid in the Resident's defense.

g. The Notice will be accomplished in the same manner described for the Notice of Violation except where state law requires a different procedure in which event; the Notice will be given as required by state law.

h. If Management terminates the lease agreement, Management shall have the right to repossess the apartment and cause the Resident to vacate the apartment in the manner provided by law. If Management is forced to evict Resident, Resident shall pay Management the expense incurred in obtaining possession of the apartment and all other damages sustained by Management, including attorneys' fees, to the extent permitted by law and the supervising agency's regulations.

i. The Senior Vice President/District Manager of Conifer Management, LLC is responsible for knowing State and local laws and the supervising agency's regulations regarding termination of leases, evictions, and occupancy agreements. To the extent necessary and expedient, the District Manager and Community Manager assigned to the property will also be knowledgeable about these regulations, as well as State and local laws relative to the giving of notices to residents.

15. SECURITY SERVICING

a. The Management Agent's Risk Manager is responsible to know the supervising agency's requirements related to Fidelity Bond coverage and to acquire same. Fidelity insurance protecting the property and the supervising agency will be maintained in such a manner that it meets the requirements of exposure and coverage indexes reflected in the supervising agency regulatory rules. In no event will the coverage be less than $10,000.

b. The Management Agent's Risk Manager is responsible to know the supervising agency's requirements related to hazard and liability insurance and to acquire same. The property shall be protected with a fire and extended peril coverage policy for full replacement value, agreed amount endorsement insuring that the property can by fully

rebuilt if destroyed by a named peril. Statutory Workers compensation insurance, statutory disability coverage and liability insurance in excess of one million dollars will be maintained at all times on the property. Evidence of coverage acceptable to the supervising agency will be submitted on an annual basis.

16. MANAGEMENT COMPENSATION

a. Management services are provided by Conifer Management, LLC. The management fee is paid monthly. Specific terms of the management fee are spelled out in the attached Management Agreement. The management fee and the Management Agreement may be changed if requested by the Management Agent and approved by the supervising agency.

b. The subject property is not a cooperative.

17. ON-SITE MANAGEMENT

a. The Community Manager & Maintenance Supervisor will live within a reasonable distance from the property, so that they can respond to emergency situations and perform the following on-site management duties and responsibilities.

b. General: The Community Manager is responsible for assuring that the residents receive prompt, efficient, courteous, and quality service. In order to execute this responsibility, the Community Manager should supervise the general administration and physical operation of the property. The Community Manager should provide direction to and assurance that the rental program is properly executed; assure the provision and maintenance of efficient mechanical operations, adequate buildings and equipment; and be responsible for the employment of good resident relations.
Specific: The Community Manager should perform the following duties:
1. Regularly inspect the building and grounds, noting physical appearance of property, deferred maintenance, and other related data.
2. Inform the District Manager of any observed deferred maintenance and property deficiencies in writing, noting specific locations, conditions, and recommendations for corrective measures.
3. Establish a rental office procedure with the approval of the District Manager.
4. Interview all potential residents and help select those that qualify.
5. Confer with the District Manager on all evictions, lease violations, and special accommodations.
6. Maintain the property waitlist, process rental applications, conduct certification and recertification interviews, and maintain all on-site rental files, forms and records.
7. Other duties as needed.

c. The Maintenance Supervisor will receive general supervision and direction from the Community Manager and/or, District Manager. The Maintenance Supervisor shall comply with established policies and operational procedures.
General: The Maintenance Supervisor is responsible for operating and maintaining the electrical and mechanical equipment used to provide services for the property, and assume the provision and maintenance of efficient building heat and air-conditioning functions including maintenance, repairs, and other related services.
Specific: The Maintenance Supervisor should perform the following duties:
1. Prepare monthly reports based upon weekly inspections, outlining property conditions, including cleanliness of buildings and grounds, and a summary of maintenance operations.
2. Maintain heaters, air conditioners, and other equipment in the buildings, to assure continuous services, to confirm that the equipment is operating safely and efficiently; to determine by inspection that all control equipment is operating properly; to check such items as circuit breakers, switches, relays and starters, connections and filters for mechanical and electrical faults, to discover signs of wear, dirt, or overloading, and other indications of trouble; and to perform such preventive maintenance as lubricating motor bearings and pumps, and replacing brushes and filters.
3. Perform all necessary maintenance and repairs on the apartments, common areas and parking lots, including routine service calls as well as turnover cleaning, painting, and snow removal.
4. Mow lawns, trim edges, clip shrubs, and weed flowerbeds, or cause same to be accomplished by a directly supervised employee or contractor.
5. Directly supervise any custodian or grounds personnel hired at the property. Regularly inspect buildings, grounds and other public areas to assure that they are maintained acceptably clean and tidy. The Maintenance Supervisor should consult with the Community Manager regarding any failures or deficiencies.
6. With authority from the Community Manager, the Maintenance Supervisor may provide direction and guidance to any custodial force; assign work priorities, determine extent of repairs and the necessary corrective measures.
7. Periodically inspect building and grounds to determine necessary preventive maintenance needed and consult with the Property Manager regarding such conditions.

8. Maintain files containing written records of maintenance services, equipment readings, operating manuals, inventory, and a library consisting of pertinent data relating to equipment and building fixtures.
9. Perform other related duties as assigned.
10. All public areaways, stairways, halls, laundry rooms, building entrances and trash rooms must be swept daily.
11. The washers and dryers in laundry rooms are to be dusted and wet-rag cleaned once a week.
12. All light fixtures, including high hanging globes and wall-mounted globes are to be dusted regularly and cleaned of insects, etc.
13. Mailbox fronts and public walls or halls must be cleaned regularly as required and the trash room walls, including trash door areas will be scrubbed.
14. Other duties as assigned by the Community Manager.

d. Office hours will be ***TBD*** and will be posted on the front of the Rental office and will be made known to prospective residents via a recorded telephone message. Special interpretive services including readers and TDD equipment will be employed or made available as needed.

IN WITNESS WHEREOF, the Principal Parties (by their duly authorized officers) have executed this agreement on the date first above written.

OWNER:
By: Conifer Realty, LLC

BY: _____
James W. Reffelt, Senior Vice President

MANAGEMENT AGENT: **Conifer Management, LLC**

BY: _____
Eric W. Stevens, Vice President