



Frequently Asked Questions (FAQs) For Property Management Services

Question: Can an applicant bid on all 3 Proposals or does each stand alone?

Answer: An applicant may bid on one (1) or all three (3) Proposals.

Question: Does each property currently have Tenant Grievance procedures in place?

Answer: Currently procedures are in place; however, the management company is responsible for creating and enforcing these procedures.

Question: How often are the units at each property inspected?

Answer: It varies by property, i.e. Willowbrook is every other month, Village de Jardin and Mid City Gardens are monthly.

Question: Is the goal to keep current staff?

Answer: Current staff may be considered, however, that would be up to the management company.

Question: How many units are subsidized at each of the properties?

Answer: Village DeJardin-approximately 25%
Willowbrook-approximately 40%
Mid City Gardens-less than 40%

Question: Is security provided at all properties?

Answer: Security is provided at all three properties.

Statement for question below: Within Section VI. Proposal Format 2.f.(1) – the following is requested: An operational cost for the first year of the contract, which shall include projections for all necessary management, staffing and overhead, for management of the property for 6 months, 12 months and 2 years ...”

Question: Are you looking for a Property Operating Statement containing all the elements of Income and Expenses for the property. By Example: Administrative Costs, Utilities, General & Administrative, Payroll, Taxes and Insurance. Or is the request only for items directly under the control of the Proposer – items such as Management Fee, Payroll Expenses, certain Administrative Costs.

In either case – a rent roll for each property would be useful in calculating management fee and if a complete Property Operating Statement is being requested, at least a Trailing 12 month operating statement would be needed.

Answer: The proposal should only include items directly under the control of the Proposer.

Question: In my review of the RFP – I noted that “Prices proposed shall be firm for the duration of any ensuing contract.” Are salaries for the folks who are on site assumed to be firm for the duration of the contract, unless otherwise indicated?

Answer: No, salaries are not assumed to be firm for the duration of the contract.

Question: Are current financials (operating statements and rent rolls) available?

Answer: The current financials for all properties will be made available, which includes operating statements, however, LHC will only release rent rolls to the successful bidder(s).

Question: Is there a LURA for Mid City Gardens that sets forth the restrictions and requirements imposed by the Neighborhood Stabilization Program (“NSP”) and HOME Program; and, if so, can I obtain a copy of that LURA and/or information related to the NSP and Home Program?

Answer: Yes, there is a LURA for Mid City Gardens. The LURA will be made available.

Question: What is the budget approval process?

Answer: The management company prepares the annual budget and submits to LHC for review and approval by the Board of Directors.

Question: Is the property software package considered a property expense?

Answer: Yes, the property software package is considered a property expense.

Question: Who holds the escrow and reserve accounts?

Answer: The escrow and reserve accounts are held by Whitney Bank.

Question: What is the tenure of current staff?

Answer: The tenure of current staff will be made available to the successful bidder(s)

Question: May we have a copy of the security log that the vendor provides as well as a current invoice for this vendor?

Answer: A copy of the security log that the vendor provides as well as a current invoice for the vendor will be made available to the successful bidder(s).

Question: May we get a copy of the work order history reports?

Answer: All work order history reports will be made available to the successful bidder(s).

Question: Are there requirements concerning the Reserve for Replacement account?

Answer: There are no requirements at this time concerning the Reserve for Replacement account.

Question: What is the collection percentage on delinquent report?

Answer: The collection percentages for the properties are as follows: Willowbrook's percentage is 92.5, Village de Jardin's percentage is 98 and Mid City Gardens percentage is 75.

Question: May we have a copy of the approved vendor lists?

Answer: An approved vendor list would not come from our Corporation, but from the management companies overseeing the properties. Most management companies provide their own approved vendor lists. The vendors we are currently using will be made available to the successful bidder(s).

Question: Who are the utility providers for the properties?

Answer: The utility providers for the properties are as follows: Willowbrook Apts – Entergy of New Orleans, Sewage and Water Board of New Orleans and Richard's Disposal. Village de Jardin – Entergy of New Orleans, Sewage and Water Board of New Orleans and Allied Waste of Metairie. Mid City Gardens – Entergy, Baton Rouge Sewage and Water and Republic Services.

Question: Can we get a copy of the Lease Expiration Detail?

Answer: The lease expiration detail for all three properties will be made available to the successful bidder(s).

Question: What is the current occupancy of the properties?

Answer: The current occupancy for the properties is as follows: Willowbrook is currently at 93%, Village de Jardin is currently at 98% and Mid City Gardens is currently at 95%.