



Request for Proposals for New Orleans Property Management Services

Responses to Written Inquiries from Proposers

The following questions were submitted to the LHC concerning the above-referenced Request for Proposals for New Orleans Property Management Services, issued on April 16, 2025.

1. Please provide copies of all current consulting contracts and vendor contracts.
Section I(E) of the Request for Proposals states the Corporation will consider inquiries regarding “RFP requirements or Scope of Services.” This inquiry is outside the scope of either category contemplated in the inquiry process, and no response will be given.
2. How many years has the current contract been in effect?
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3. Clarify 'full-time office hours', what days are we required to staff personal and what are the expected start and stop times, including any required lunch breaks?
Generally 8:30PM – 5:00PM
4. What are the minimum required staffing levels (excluding maintenance)?
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5. What is the process for transferring current tenant and vendor records to a new property management company?
LHC as owner retains ownership of all records.
6. Provide the last three (3) years of balance sheets and income statements for the property.
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the scope of either category contemplated in the inquiry process, and no response will be given.

7. Provide a sample of the monthly written report currently submitted to LHC.
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8. List of current employees including duties, years of service, work schedule, and pay.
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9. List of former employees including duties, work schedules, years of service, pay, and reason for departure for the past two years.
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10. What specific HUD program is this contract related to? (e.g., Section 8, FHA, etc.)
Please see Section III(G) of the Request for Proposals
11. What are the specific eligibility requirements for this program? (e.g., income limits, family size, citizenship)
See Section III (G) of the Request for Proposal
12. What are the key rules and regulations governing this program?
See Section VI of the Request for Proposal
13. Are there any specific requirements related to the property itself? (e.g., location, size, type, security, lighting, etc.)
See Section III of the Request for Proposal
14. What are the specific terms of the tenants lease, including the duration, rent amounts, and payment schedule?
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15. What are the responsibilities of both parties under the lease?

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16. Can we choose our own leasing agent or do we need approval from LHC?

Employees performing services directly for the project are deemed employees of the Contractor.

17. What are the requirements for compliance with the lease and HUD regulations?

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18. What documentation is required to demonstrate compliance?

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19. How will we be notified of any compliance issues or audits?

Written notice shall be provided.

20. What are the reporting requirements under this contract?

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21. If we decide to preserve the property, what are my options?

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22. Are there any limitations on rent increases, lease renewals, or modifications to the property?

Please see Section G of the Request for Proposal

23. What is the process for renewing a lease?

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the scope of either category contemplated in the inquiry process, and no response will be given.

24. Can we transfer the lease to a new owner?

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25. What support resources are available to us from HUD or other agencies?

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26. Who is our HUD contact person for this specific contract?

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27. How many total units are currently occupied?

**Willowbrook Apartments – 376 Occupied
Village de Jardin – 222 Units Occupied**

28. How often are Reac inspections done?

Annually

29. Are there any specific needs or priorities within the Baton Rouge community that our proposal should address?

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30. What documentation is required to support our proposal?

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31. What is the typical timeline for proposal review and approval, eligibility and funding?

See Section I(D) of the Request for Proposals

32. What are the specific income limits for the program, and how do they apply to this specific region?

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33. Are there any asset limits that I need to consider in our proposal?

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34. Are there any other funding sources that can be combined with HUD funding, and how does that work? What is the current state of the affordable housing market in Baton Rouge, and how does it impact the feasibility of our proposal?

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35. How can we best engage with the local community and ensure their involvement in the housing project?

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36. Are there any specific environmental considerations or requirements that I need to address in our proposal?

See Section VI of the Request for Proposals

37. Are there any specific disaster relief programs or initiatives that we can leverage in our proposal?

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38. What are the specific duties and responsibilities for the property management firm?

See Section III of the Request for Proposals

39. What are the performance metrics and how will success be measured?

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40. How are low-income and very low-income determined?

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41. Can you describe your experience with Section 8 paperwork, certifications, and other documentation?

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42. How do you handle communication and tenant screening within the Section 8 context?

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43. Can you describe your experience with tenant discrimination cases and how you handled them?

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44. How do you approach tenant retention and cultivate positive tenant relationships?

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45. Describe your communication style and how you ensure clear communication with tenants and property owners?

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46. What is your experience with evictions and the legal processes involved?

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47. How do you handle tenant disputes and ensure a fair and legal eviction process?

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48. Can you provide an example of a time you had to solve a challenging problem in a property management setting?

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49. How do you stay up-to-date with changes in property management practices and regulations?

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50. Provide a full list of all employee benefits (indicate which are employer-paid and which are employee-paid).

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51. Provide the most recent operating and preventative maintenance budget.

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52. Provide the current 5-year capital repair and improvement plan.

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53. What types or sizes of projects require prior approval from LHC, and what is the normal process and response time?

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54. What is the normal approval process for the operating budget? Who reviews it and how long does the review usually take?

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55. Provide a list of inventory items.

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56. Provide a copy of a monthly report that includes a documented tenant issue and the resolution.

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57. Provide a full list of furniture, fixtures, and electronics, such as computers and printers the property management firm will be responsible for.

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58. Are as-built schematics available?

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59. Are updated wiring and electrical schematics/drawings available?

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60. Are fees charged to tenants for credit/background checks and lease issuance? If not, who pays for these?

Yes

61. Is the property management company responsible for hiring attorneys? Are these costs included in the base fee or administration fees, or would they be extra charges not included in either fees?

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62. Are there additional fees the property management company may charge outside of the base fees listed on the RFP?

Please see Section H of the Request for Proposals

63. Please provide several copies of active leases.

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64. Is a real estate license required for the on-site agent, or can they act under the exceptional rule since we will be acting solely as a property manager under a signed management agreement?

Please follow the Louisiana Real Estate License Law

65. Under HUD normally there is a maximum management fee that can be charged depending on the number of units in an apartment, does that restriction apply to this RFP?

No

66. What are the associate’s fees and cost?

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67. Have there been any issues with the current Property Management Company?

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68. When the current property management firm was awarded the contract, please let us know the points they were awarded on background experience and proposed staff qualifications, and how many points they received on methodology, and their cost analysis points?

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69. What is the current property management firm charging for management, administration, and accounting fees and what are they basing it on?

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70. Are there any other fees being charged, and if any, how much are they and what are they for?

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71. Are we required to send a letter indicating our interest and intent to submit a bid?

No

72. Can we conduct site inspections?

The LHC will make the two New Orleans Properties available for site inspection to any proposers interested on Monday, May 19, 2025.

➤ **Village de Jardin Apartment - 10:00AM**

➤ **Willowbrook Apartments - 2:00PM**

Please note this time is not subject to change. Please inform the LHC via email at propertymanagementrfp@lhc.la.gov if you seek to appear for inspection on the aforementioned date and time.

73. Can we review the current and historic financial data and a statistical breakdown of availability and rent structures?

Please see Section III (G).

74. Are we able to learn the existing status of staffing on both sites, and/or if LHC believes staff retention would continue with a management change?

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75. What is the remaining compliance period on both sites and is there any ability to change any of the set asides on Village De Jardin?

Please see Section III(G) for Village De Jardin set-asides. Village de Jardin restricted period is thru September 29, 2025. Willowbrook Apartments restricted period is thru September 29, 2025.