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Richmond, CA. 94806

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[www.richmondNHS.org](http://www.richmondNHS.org)

December 1, 2025

Contra Costa County  
Application for Funding for FY 2026-27  
Community Development Block Grant (CDBG) Projects

**RE: Attachment R1- Signed Cover Letter**

We are pleased to submit the attached proposal for CDBG Funding. We know that the proposed project will have a positive impact on the lives of our tenants, the community they live in, and the environment.

Thank you for reviewing this proposal which has the full approval and authorization of Richmond Neighborhood Housing Services, Inc.

Please contact me if you have any questions, (510) 237-6459 ext. 1605 and/or [nikki@eastbaynhs.org](mailto:nikki@eastbaynhs.org).

Sincerely,

Nikki A. Beasley  
Executive Director  
Richmond Neighborhood Housing Services Inc.



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Application for Funding for FY 2026-27  
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**RE: Attachment R1- Signed Cover Letter  
Explanation and Clarifications for RNHS Application for Funding for FY 2026-27**

Richmond Neighborhood Housing Services Inc. (RNHS) respectfully submits this memo to provide clarifications and updates related to our Application for Funding for FY 2026-27.

RNHS anticipates serving eight (8) individuals across five (5) households, with a significant percentage meeting HUD Area Median Income (AMI) limit at 30%, 50%, and 80% as indicated in Section 4.A.f.

Our application includes three (3) single-family homes and one (1) triplex. This totals four (4) properties and six (6) units of housing. Please note that one of the units at the triplex is currently vacant.

Regarding the Chart B for Current Program Budget (Sources and Uses of Funds) for FY 2025-26, it is important to note that RNHS did not receive CDBG funds during the 2025-2026 grant/loan cycle: nor did we complete any CDBG-related projects during the 2025-2026 cycle. Please refer to Section 4.G of the application for details on historical project performance completed in previous years.

This year's application also includes relocation expenses for one property undergoing rehabilitation and a project management expense designed to improve efficiency and increase our capacity to complete multiple projects simultaneously. These additions reflect RNHS's proactive approach to minimizing tenant disruption and enhancing operational effectiveness. We believe these updates demonstrate our readiness to execute projects effectively and expand housing opportunities for low- and moderate-income residents.

Thank you for your consideration of our application. Please contact us if additional information or documentation is needed, (510) 237-6459 ext. 1605 and/or [nikki@eastbaynhs.org](mailto:nikki@eastbaynhs.org).

Sincerely,

Nikki A. Beasley  
Executive Director  
Richmond Neighborhood Housing Services Inc.

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**Contra Costa**

Daniel Davis Email: [Daniel.Davis@dcd.cccounty.us](mailto:Daniel.Davis@dcd.cccounty.us) 925-655-2884

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**Contra Costa Consortium - Application for Funding for FY 2026-27**

Contra Costa  
 Status:  
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[Click Here](#) to see the Application Guidelines for FY2026/27.

[Click Here](#) to see the RFP for FY2026/27.

SECTION 1. APPLICANT AND PROGRAM/PROJECT INFORMATION	
Applicant Name:	Richmond Neighborhood Housing Services Inc.
Applicant Address:	3220 Blume Drive, STE 198
UEI Number: <a href="#">(Get a UEI #)</a>	Federal EIN/TIN Number: 94-2791683
Type of Applicant	Non-Profit
Program/Project Name:	RNHS Rehab Project #6
Brief Project Description (Max 4 Lines):	
Funds will be used to rehab the RNHS existing rental portfolio for low income tenants.	

Submitted By: <a href="#">Cymone S. Goree</a>	Title: <a href="#">Property Manager</a>	Phone: <a href="#">5102376459 x. 1602</a>
E-mail: <a href="mailto:cymone@eastbaynhs.org">cymone@eastbaynhs.org</a>	Fax: <a href="#">5102376482</a>	Website: <a href="http://www.richmondnhs.org">www.richmondnhs.org</a>
Project Manager:	Title:	Phone:
E-mail:	Fax:	
Executive Director: <a href="#">Nikki Beasley</a>	Title: <a href="#">Executive Director</a>	Phone: <a href="#">5102376459 x. 1605</a>
E-mail: <a href="mailto:nikki@eastbaynhs.org">nikki@eastbaynhs.org</a>	Fax: <a href="#">5102376482</a>	
Finance Contact: <a href="#">Ivan Cerpas-Arreola</a>	Title: <a href="#">Finance Manager</a>	Phone: <a href="#">5102376459 x. 1615</a>
E-mail: <a href="mailto:ivan@eastbaynhs.org">ivan@eastbaynhs.org</a>	Fax: <a href="#">5102376482</a>	

CDBG Project - Please Check Boxes for Category & Subcategory

<input checked="" type="radio"/> Housing Rehab
<input checked="" type="radio"/> Rental Rehab
<input type="radio"/> Owner-Occupied

**We are applying for funding from:**

**Contra Costa**

**After making your selections above, [Click Here](#) to format the remainder of the application based on your choices above.**

**Budget Summary (From Budget Chart A below)**

Total Program Budget: **\$1,157,740** Average cost per client program wide: **\$144,717.50**  
 Total number of ALL clients proposed to be served by Chart A, Proposed Program Budget, regardless of jurisdiction or locality: **8**

Enter clients to be served below for each jurisdiction. Empty boxes will be filled from Chart A or calculations

Jurisdictions receiving this application	Amount Requested	% of Budget	Proposed # of Clients Served	% of Clients Served	Total \$ Per Client
Contra Costa	\$573,045	49%	8	100%	\$71630.63



**SECTION 2. AGENCY AND PROGRAM/PROJECT DESCRIPTION**

Please be thorough, but concise.

#### A. Project/Program Description

Provide a narrative description which fully describes all significant aspects of the project/program. Narrative should include the need to be addressed, project objectives and major characteristics, target population, manner in which project will alleviate affordable housing needs, and any other relevant information required to adequately evaluate your project.

Richmond Neighborhood Housing Services, Inc. (RNHS) owns and manages 33 below-market rate scattered site single and multi-family homes throughout Richmond and Oakland, CA. The Richmond properties are scattered throughout the South Side Neighborhood, filling a vital community role as the only Richmond nonprofit actively offering single-family homes for rental to low-income families. 100% of the households occupying these rental units qualify as low-income or below (90%) or moderate income. RNHS's Annual Property Assessment identified numerous repairs throughout the portfolio. RNHS seeks funds to conduct the identified and additional funds for properties approved in previous cycles to address delays, continued detrition, and increased labor costs; we have also included a request to support the project to assist with relocation because of the expensive repair needs and project management support to assist with the multiple properties' scheduled to start simultaneously to address previous awards (2017/2018, 2018/2019, 2020/2021, 2021/2022). These repairs have become vital as the organization has been cited by both the City of Richmond and the Housing Authority.

The proposed project will allow RNHS to address current property repair needs; the construction year for the properties ranges from 1941 to 2006, and the median year built for the properties is 1961. Each unit has its own combination of renovation needs, including roof replacements, flooring and finishes, and window repairs. All identified repairs are needed in order to maintain the safety and habitability of the residences identified in this proposal for low-income Richmond households. RNHS will conduct a competitive bid process to select a qualified general contractor with demonstrated capacity to perform these repairs. RNHS is positioned to conduct a full rehabilitation of the properties that reflects the highest industry standards. The scope will specify materials, practices, and designs that support RNHS's effort to reduce environmental impact while providing healthy living environments for our tenant households. After completing the identified upgrades, this project will allow RNHS to ensure that occupants live in healthful, durable, and environmentally efficient housing.

Project Impact: RNHS's scattered site rental housing addresses a significant need for the city of Richmond, CA. Richmond has a median income of 11.5% below the state median income and 31.5% below that of the surrounding San Francisco, Oakland, and Hayward metropolitan areas. Richmond's poverty rate exceeds regional, state, and national averages, with areas of wealth closely situated near some of the Bay Area's lowest-income neighborhoods. Property values in Richmond are 27% below those of the State of California and less than half of those of the San Francisco, Oakland, and Hayward metro areas. The homeownership rate is 49%, well below the national average of 64%. The Rehab Project will improve housing quality for the current and future tenant households in these units and will identify a scope of work for upcoming improvements to the health, durability, and energy efficiency of the units (to occur in 2026/2027). Through improvements to property integrity and numerous building systems, including repairs to exterior walls and windows, the renovations will improve the curb appeal of the properties, creating a more positive streets-cape that counteracts blight, inherently reducing criminal activities and supporting community pride. This project builds on the "broken windows" theory that provides extensive evidence indicating that people tend to better care for their communities and properties when those properties and their neighborhoods are well maintained.

The renovation project demonstrates RNHS's commitment to serving as a responsible landlord, as we also ask our tenants to be responsible. We anticipate a ripple effect from this project, as other landlords and homeowners in the community are motivated to improve their properties, thus improving the quality of life for all residents. RNHS brings a 43-year track record of promoting investment in and revitalizing the Richmond area through the combined efforts of local residents and businesses, financial institutions, and government. Our experience includes 33 years of providing and managing rental housing for low-income households, as well as the implementation and management of numerous individual rehab projects. RNHS's mission is to overcome homelessness and the displacement of low-income communities. As an Approved Housing Counseling Agency, RNHS educates first-time homebuyers, facilitates homeownership, and provides foreclosure mitigation support for households at or below 80% AMI. Since our founding in 1981 by a dedicated group of low-income residents, RNHS has worked to reverse the adverse effects of systemic segregation, redlining, disinvestment, and blight. Throughout its history, RNHS has served over 11,000 families across the East Bay.

#### B. Matching Funds

The minimum match required for CDBG funds depends on the type of applicant as follows: nonprofit organizations - 10 percent match; public agencies - 25 percent match; for-profit organizations - 100 percent match.

1. Fully describe your proposed matching funds, including amount, source, use, current status (e.g., proposed, application, submitted, approved), and anticipated timing (dates when funds will be available and expended).

As a Nonprofit Organization, Richmond Neighborhood Housing Services Inc. (RNHS) will make the minimum match required for CDBG funds of 10%.

2. If the match is approved, include a letter or other documentation from the funding source demonstrating approval of the funds as match for CDBG as **Attachment R3** in the attachment section at the bottom of the application

#### C. Project Management/Compliance with Federal Regulations

CDBG funds are governed by a complex set of federal regulations. All projects will be subject to some of the regulations, but not necessarily all of them. **Describe how you will manage the project to ensure compliance with the applicable regulations.** If your project is not subject to one of the requirements, state the reason.

##### 1. National Environmental Policy Act (NEPA)

Stop all work on your project right now. You cannot acquire the site or do any site work until the NEPA review is complete. As of the date of this application you are negotiating for federal funds. Any action on your part may be considered "choice limiting" under NEPA and render your project ineligible for federal funds. NEPA review is likely to take at least 90 days from the date CDBG funds are awarded.

Contra Costa County contains various Special Flood Hazard Area (SFHA), also known as 100-year flood zones. SFHAs are areas where the National Flood Insurance Program's (NFIP's) floodplain management regulations must be enforced and the area where the mandatory purchase of flood insurance applies. The SFHAs includes Zones A, AO, AH, A1-30, AE, A99, AR, AR/A1-30, AR/AE, AR/AO, AR/AH, AR/A, VO, V1-30, VE, and V.

For acquisition and/or rehabilitation housing projects, federal assistance may be used for projects with any building, including residential buildings, in SFHA designated by FEMA if:

- The County participating in the National Flood Insurance Program;
- Flood insurance is obtained by the property owner as a condition of approval for using federal funds; and
- The County is responsible for ensuring flood insurance is obtained and maintained for the life of the building and at a minimum is required to be in the amount of the federal funds the County provided to the project. (Note: The County will require a document to be recorded on title to reflect this requirement, which may adversely affect future sale of the property.)

Applicable to your program or not?(Explain why or why not)  Yes  No

No, due to the limited scope of work, Richmond Neighborhood Housing Services, Inc. (RNHS) does not believe that NEPA reviews are necessary.

**2. Relocation**

If you are proposing a project that includes acquisition and/or rehabilitation, you may be required to temporarily, or permanently displace tenants. As of the date of this application, you are negotiating for federal funds. All commercial and residential tenants in your project must be immediately notified of potential displacement. Relocation requirements are triggered on owner-occupied rehabilitation programs if the scope of the work at the home to be rehabilitated necessitates relocation (health and safety).

Attach a copy of the General Information Notice and tenant rent roll (one copy only) as **Attachment R5**

Is relocation triggered by your project?  Yes  No

Is temporary relocation triggered by this project?  Yes  No

Is permanent relocation triggered by this project?  Yes  No

Do you have a relocation triggered by this project?  Yes  No

**3. Procurement/Section 3 Requirements**

If you are entering into any contract, you must comply with federal procurement requirements. For contracts in excess of \$200,000, and construction contracts, a competitive sealed bid process is required.

**4. Lead-Based Paint Remediation**

If a home to be rehabilitated is receiving funds through your program involves rehabilitation work on a building constructed prior to 1978, you will need to complete and implement a lead-based paint plan.

**5. Eligible Use of Funds**

In general, CDBG funds cannot be used for predevelopment. Other specific uses and limitation of these funds are detailed in the CDBG information at [www.contracosta.ca.gov/CDBG](http://www.contracosta.ca.gov/CDBG).

Are you allocating CDBG funds to only eligible budget items?  Yes  No

**6. Fair Housing**

HUD requires the County to collect and report the race/ethnicity information of households/individuals in addition to income information. The applicant is responsible for collecting this information and submitting it the County. All projects are required to affirmatively further equal opportunity and fair housing objectives

Attach your proposed marketing plan as **Attachment R2**.

Describe your proposed marketing program and describe how your project/program will be accessible to minorities, disabled, and other special needs populations.

RNHS has been fortunate to have a low exit vacancy rate. When units became available, the organization listed its properties(s) on AffordableHousing.com and Craigslist. As an affordable not-for-profit housing organization, we adhere to the Fair Housing Act of 1968. Affirmative Fair Housing Marketing Plan and Management Plan are attached as Attachment R2

**SECTION 3. APPLICANT QUALIFICATIONS**

**A. Applicant**

1. Describe applicant's experience in affordable housing rehabilitation and other areas relevant to proposed program.

As of 2019, RNHS has rehabilitated 21 units within our rental portfolio.

2. Identify the individuals who will have primary responsibility for project management and implementation, indicate their specific role, and provide their resumes in **Attachments A, B, and C**.

Nikki Beasley- Project oversight and direction.  
Cymone Goree- Operational management of the project and liaison with tenants and contractors.  
Ivan Cerpas- Arreola- Finance and fiscal manager.

3. Please upload the following for your organization, as required.

- a. All applicants (projects with multiple sponsors must provide the following information for each agency):
  - i. list of current agency officers and Board of Directors (list must include name, address, phone number, occupation or affiliation, principal officers);
  - ii. most recent audited financial statement, including management letter(s);
  - iii. current year operating budget.
- b. All applicants except cities and local government agencies: Agency Articles of Incorporation and By-Laws.
- c. Non-profit applicants only:  
Nonprofit status papers, including evidence of state and/or federal certification.

**SECTION 4. OWNER-OCCUPIED AND RENTAL HOUSING REHABILITATION PROGRAMS**

Please review the attached Contra Costa County Single-Family Rehabilitation Standards to understand the job specifications and standards that will be required if awarded CDBG funds.

**A. Basic Program Information**

1. Provide the following information concerning performance and objectives to be accomplished during the program year:

- a. Average loan size, including any fees charged, which are included in the loan: **\$573,045**  
Average single-family rehabilitation cost/unit (includes loan amount plus owner equity): **\$105,450**  
Average total program cost/unit (includes loan and administration costs): **\$143,261**
- b. Average single-family home grant size: **\$105,450**  
Average mobile-home grant size: **NA**  
Average rehabilitation cost/unit (includes grant amount plus owner equity): **NA**  
Average total program cost/unit (includes grant and administration costs): **NA**
- c. No. anticipated CDBG loans-total program: **1**
- d. No. anticipated CDBG grants-total program: **1**
- e. Describe any other type of assistance to be provided under this program (e.g., federal Rental Rehabilitation Program).

NA

f. Target number rehabilitated units and affordability:

	Extremely-Low Income (30% AMI or less)	Very-Low Income (31% to 50% AMI)	Low-Income (51% to 80% AMI)
<b>Owner-occupied units</b>			
No. of CDBG loans	5	3	0
No. of Other loans	0	0	0
No. of CDBG single-family grants	1	1	0
No. of CDBG mobile-home grants	0	0	0
No. of Other grants	0	0	0
Total	6	4	0
<b>Owner-occupied units</b>			
No. of CDBG units	0	0	0
No. of Other units	0	0	0
<b>Owner-occupied units</b>			
No. of CDBG loans	0	0	0
No. of Other loans	0	0	0
No. of grants	0	0	0
No. of Other grants	0	0	0
Total	0	0	0

g. Have specific units or areas been targeted for rehabilitation?  Yes  No

If yes, describe and explain the rationale for the specific targeting.

RNHS does annual inspection to review the repairs and rehabilitation needs of the organization's rental portfolio the units identified are considered high priority due to their condition and deterioration.

h. For owner-occupied housing rehabilitation programs only, provide the estimated after-rehabilitation appraised value of the units to be rehabilitated: Average:

Range: to

How will the after-rehabilitation appraised value of completed units be determined?

N/A- these unit are not owner-occupied.

**B. Program Loan Priorities and Loan Terms**

Describe the following for your program:

- 1. Loan priorities (e.g., target population, location, emergency repairs, code violations, neighborhood revitalization).

The funds requested are to support tenants that are seniors, BIPOC and incomes are below 60% AMI. Some of the units identified will address emergency repairs that are impacting health and safety, RNHS is also looking to address repairs that have negatively impacted the organization's insurance premiums based on condition.

- 2. Loan qualification and underwriting criteria.

RNHS is confident that the organization will meet the underwriting criteria based on the organization status, the present need and the population that the organization serves.

- 3. CDBG loan terms (e.g., interest rate, minimum and maximum loan amounts, repayment provisions, maturity).

RNHS is prepared to meet the terms and conditions of the loan as we have received funds in previous cycles and has preformed in meeting the match requirements and repayment terms once a property has been sold.

- 4. If CDBG funds will be combined with other sources of public or private financing, identify the type and terms of the additional assistance.

RNHS will not be using any other funds outside of it's reserves to support this request.

**C. Affordability Restrictions**

Describe the proposed affordability, occupancy, and/or resale restrictions for the HOME and/or CDBG assisted units, including how these restrictions will be enforced.

RNHS adheres to the the CDBG income levels and rent caps, and restrictions; We have an internal process that assess income and uses the formula set by CDBG to calculate tenants income, qualification and proposed rents. This is reviewed and approved by management before any new tenants take occupancy of vacant CDBG units . Any sale of CDBG units are sold to first-time home buyers which relinquishes any rent exposure.

**SECTION 3. PROGRAM/PROJECT BUDGET INFORMATION**

**Staff List** (Please list **ALL** staff that work in the program regardless of funding source.)

[READ these important instructions](#) before completing the Staff List.

Total # of Part-Time and/or Full-Time Equivalent: **3**

Position Title	Name of Staff Person	Years in this Position	Job Responsibilities	Hourly Rate	%FTE <sup>2</sup>	Languages Spoken Fluently	Jurisdiction(s) Worked	Requesting CDBG funds for this position?
Executive Director	Nikki. A Beasley	9	Executive officer of the organization, managing all programs and staff.	\$74.25	100%	English	Contra Costa County	No
Property Manager	Cymone S. Goode	9	Manage rental portfolio for the organization.	\$38.32	100%	English	Contra Costa County	No
Finance Manager	Ivan Cerpas-Areola	2	Manage financials, budgeting and reporting for the organization.	\$42.55	100%	English & Spanish	Contra Costa County	No

[READ these important instructions](#) before completing the following Budget sections.

**CHART A PROPOSED PROGRAM BUDGET (Sources and Uses of Funds) FOR FY 2026-27**

**SOURCES OF FUNDS**

Please select all proposed sources of funds for your project, then click on the 'Click Here' button below the following table. This will create a budget chart, below, on which to enter your project's budget.

NOTE: Please ensure that the Chart A Budget is a reasonable estimation of your budget for FY 2026-27, and includes ALL projected funding sources for this timeframe, not just the CDBG funding you are presently requesting. By July 1, 2026, this projected budget should evolve into your actual operational budget for this project for the coming year.

If you are funded, this Budget Chart A will become your 'Sources and Uses' report. You will be required to update it Quarterly and report on all sources of funds and expenditures for this project quarterly. Information from this budget will also be considered when jurisdictions review your agency's IRS Form 990 and annual Audit.

Contra Costa CDBG Sources	Other Sources
<input type="checkbox"/> Antioch CDBG	# of sources
<input type="checkbox"/> Concord CDBG	<input type="checkbox"/> Federal
<input type="checkbox"/> Pittsburg CDBG	<input type="checkbox"/> State
<input type="checkbox"/> Walnut Creek CDBG	<input type="checkbox"/> Foundations
<input checked="" type="checkbox"/> Contra Costa CDBG	<input type="checkbox"/> Corporations
NOTE: The above values are set from your funding choices at the top of the application.	<input type="checkbox"/> Individuals
	<input checked="" type="checkbox"/> 1 Other <b>RNHS Reserve</b>
	<input type="checkbox"/> Other
	<input type="checkbox"/> Other

After choosing Sources, above, you must to reformat your budget with the correct Sources.

**Breakdown of funder sources:**

RNHS Reserve	Amount
	\$584,695
<b>TOTAL:</b>	\$584,695

SOURCE OF FUNDS	Contra Costa CDBG	RNHS Reserve	Total Budget
Total expected each source	\$573,045	\$584,695	\$1,157,740
<b>USE OF FUNDS</b>			
<b>Staff Salaries</b>			
Executive Director (%FTE) 15%	\$0	\$23,174	\$23,174
Project/Prog. Mgr. (%FTE) 70%	\$0	\$52,885	\$52,885
Finance Director (%FTE) 15%	\$0	\$13,275	\$13,275
Case Manager (%FTE)	\$0	\$0	\$0
Additional Salaries? (Qty) 2			
Property Manager (%FTE)			\$0
Finance Manager (%FTE)			\$0
Employee Benefits	\$0	\$63,699	\$63,699
Employee Taxes	\$0	\$41,404	\$41,404
<b>Subtotal</b>	\$0	\$194,437	\$194,437
<b>Other Expenses</b>			
Direct Client Assistance	\$0		\$0
Rent	\$0	\$35,400	\$35,400
Office Supplies		\$10,000	\$10,000
Telephone		\$20,000	\$20,000
Utilities		\$84,560	\$84,560
Insurance		\$194,298	\$194,298
Travel		\$15,500	\$15,500
Equipment Maintenance		\$10,000	\$10,000
Audit		\$18,000	\$18,000
Client Transportation		\$2,500	\$2,500
Additional Expenses? (Qty) 4			
Rehabilitation	\$421,800		\$421,800
Relocation	\$11,500		\$11,500
Management	\$65,000		\$65,000
Contingency (15%)	\$74,745		\$74,745
<b>Subtotal</b>	\$573,045	\$390,258	\$963,303
<b>TOTAL:</b>	\$573,045	\$584,695	\$1,157,740

Please distribute all sources of funding over expected expenses.

**CHART B CURRENT PROGRAM BUDGET (Sources and Uses of Funds) FOR FY 2025-26**

**SOURCES OF FUNDS**

Please select all sources of funds for your project, then click on the 'Click Here' button. This will create for you a budget chart, below, on which to enter your project's budget.

If your program is currently CDBG funded, Chart B has been populated for you from your current FY 2025-26 budget. If the proposed program was not CDBG funded in FY 2025-26, you will need to complete Chart B.

Contra Costa CDBG Sources	Other Sources
<input type="checkbox"/> Antioch CDBG <input type="checkbox"/> Concord CDBG <input type="checkbox"/> Pittsburg CDBG <input type="checkbox"/> Walnut Creek CDBG <input type="checkbox"/> Contra Costa CDBG Note: The above values are set from your FY 2025-26 budget already in CDS	sources <input type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Foundations <input type="checkbox"/> Corporations <input type="checkbox"/> Individuals <input type="checkbox"/> Other <input type="checkbox"/> Other <input type="checkbox"/> Other

After choosing Sources, above, you must to reformat your budget with the correct Sources.

SOURCE OF FUNDS	Total Budget
Total expected each source	\$0
<b>USE OF FUNDS</b>	<b>Current Program Budget for FY 2025-26</b>
<b>Staff Salaries</b>	
Executive Director (%FTE)	\$0
Project/Prog. Mgr. (%FTE)	\$0
Finance Director (%FTE)	\$0
Case Manager (%FTE)	\$0
Additional Salaries? (Qty)	
Employee Benefits	\$0
Employee Taxes	\$0
<b>Subtotal</b>	<b>\$0</b>
<b>Other Expenses</b>	
Direct Client Assistance	\$0
Rent	\$0
Office Supplies	\$0
Telephone	\$0
Utilities	\$0
Insurance	\$0
Travel	\$0
Equipment Maintenance	\$0
Audit	\$0
Client Transportation	\$0
Additional Expenses? (Qty)	
<b>Subtotal</b>	<b>\$0</b>
<b>TOTAL:</b>	<b>\$0</b>

Please distribute all sources of funding over expected expenses.

SECTION 4. (CONTINUED)
<p><b>E. Program Guidelines</b></p> <p>Provide a current copy of your Program Guidelines as <b>Attachment R4</b> at the end of this Section. Provide a copy of current rehabilitation loan documents as <b>Attachment R6</b>, as well.</p>
<p><b>F. Affordability Restrictions</b></p> <p>Describe the proposed affordability, occupancy, and/or resale restrictions for the CDBG assisted including how these restrictions will be enforced.</p> <p>RNHS complies with all affordability and occupancy restrictions required under current CDBG funding and will continue to do so if awarded funds to address the needed repairs for the properties listed in this application. On occasion, RNHS has sold some of our CDBG-assisted properties to first-time homebuyers when they become vacant. Attached are our deed restrictions, which outline the following requirements:</p> <p><b>Affordability:</b> Homes are sold at below-market prices to ensure long-term affordability to First Time Home Buyers. The buyer's income cannot exceed 120% of Area Median Income (AMI) at the time of purchase.</p> <p><b>Occupancy:</b> The property must remain the buyer's primary residence throughout the affordability period.</p> <p><b>Resale Restrictions:</b> A seven-year deed restriction applies. If the homeowner sells within this period, a shared equity provision ensures that a portion of the appreciation is returned to RNHS. These funds are reinvested into our Affordable Housing Fund to support future acquisitions and preservation efforts.</p> <p><b>Enforcement:</b> These restrictions are legally recorded through deed covenants and monitored by RNHS. Compliance is verified through annual occupancy checks and review of property records. In the event of early resale, RNHS enforces the shared equity requirement and ensures funds are properly reinvested into affordable housing initiatives.</p>

**G. Historical Project Performance**

Summarize your program accomplishments for each of the preceding two years and the current program year-to-date. Include additional pages if necessary (maximum 3). At a minimum, include the following information for each year:

- New loans made (rental, homeowner), including total number entered into during the year and average loan amount: [N/A](#)
- Number of units completed/rehabilitation finished (rental, owner-occupied): [3](#)
- Relevant characteristics of assisted households (e.g., renters, homeowners, income levels, special needs, ethnicity include separate information for loans made as well as completed rehabilitation units): [Renters, Low-Moderate Income Households](#)
- Other program accomplishments. (e.g., neighborhood revitalization impacts): [Neighborhood Revitalization](#)

**SECTION 5. PROGRAM ACCESSIBILITY & MARKETING**

**A. PROGRAM ACCESS FOR CLIENTS WITH LIMITED ENGLISH PROFICIENCY**

1. How will your agency inform and attract the target population including those who may be disabled, or have limited English proficiency? Include frequency of outreach, names of publications and locations at which outreach will occur.

[We will do this by adhering to the marketing plan that has been included in this application -Attachment R2](#)

2. What non-English languages are frequently encountered in your program?

[Spanish](#)

3. What language assistance do you provide to assist an interested client who is not proficient in English (include volunteers)?

[The Spanish Group and RNHS staff.](#)

4. How many total number of Spanish-speaking employees and FTEs are employed in this program/agency? [1](#)

5. What OTHER (not Spanish) languages do program/agency staff speak?

Number of employees and FTE of other languages (not Spanish)?

[Mien](#)

6. List ALL program materials that you have in languages other than English below:

How many translated program items do you have? [4](#)

Program Material	Languages into which it is translated
<a href="#">Lease Agreements</a>	<a href="#">English &amp; Spanish</a>
<a href="#">Tenant Notices</a>	<a href="#">English &amp; Spanish</a>
<a href="#">Tenant Applications</a>	<a href="#">English &amp; Spanish</a>
<a href="#">Rental Flyers</a>	<a href="#">English &amp; Spanish</a>

**B. PROGRAM ACCESS FOR PERSONS WITH DISABILITIES**

1. Please list the ways in which your agency ensures that people with disabilities, including the hearing and/or visually impaired, can use or access your services:

Action	Available Now?
Written policy of non-discrimination (Attachment M)	<input checked="" type="radio"/> Yes <input type="radio"/> No
Providing services at accessible facility	<input checked="" type="radio"/> Yes <input type="radio"/> No
Outreach to individuals w/ disabilities and interested organizations	<input checked="" type="radio"/> Yes <input type="radio"/> No
Home visits	<input checked="" type="radio"/> Yes <input type="radio"/> No
Interpreters	<input checked="" type="radio"/> Yes <input type="radio"/> No
Audio tape information	<input checked="" type="radio"/> Yes <input type="radio"/> No
Aides to assist clients	<input checked="" type="radio"/> Yes <input type="radio"/> No
Periodic training on special needs of disabled individuals	<input checked="" type="radio"/> Yes <input type="radio"/> No
Encouraging person(s) with disabilities to serve on our Board	<input checked="" type="radio"/> Yes <input type="radio"/> No
Designated handicapped parking which is level and near our entrance	<input checked="" type="radio"/> Yes <input type="radio"/> No
At least one wheelchair accessible entrance at ground level or by properly-sloped ramp	<input checked="" type="radio"/> Yes <input type="radio"/> No
Walks and aisles wide enough and obstacle-free for wheelchair users and visually-impaired persons	<input checked="" type="radio"/> Yes <input type="radio"/> No
Accessible elevators with wheelchair-accessible control panels, including tactile buttons	<input checked="" type="radio"/> Yes <input type="radio"/> No
At least one restroom that is wheelchair-accessible	<input checked="" type="radio"/> Yes <input type="radio"/> No
Drinking fountains or telephones accessible to wheelchair users	<input checked="" type="radio"/> Yes <input type="radio"/> No
Guidelines for emergency communications and evacuation of individuals with disabilities	<input checked="" type="radio"/> Yes <input type="radio"/> No



**Richmond Neighborhood Housing Services – Foothill Plaza**  
**MANAGEMENT & AFFIRMATIVE FAIR HOUSING MARKETING PLAN**

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**PROJECT DESCRIPTION**

The Foothill Plaza project is an existing 17-unit market rate apartment building, located at 10320 MacArthur Boulevard in Oakland, California. The building is comprised of a Studio , 1, and 2 bedroom units including 1 on-site management unit.

Once acquired, the Project will become a permanently affordable rental housing community. Tenant incomes are expected to range from extremely low income (30% AMI) to moderate income (80% AMI) with the average household income for the project being eighty percent (80%) of AMI. Units are subject to program requirements of the City of Oakland Housing and Community Development Agency (“City of Oakland HCD”), successor to Oakland Redevelopment Agency.

Richmond Neighborhood Housing Services Inc (RNHS) is both the owner and property manager of Foothill Plaza. The term "Project" will refer to Foothill Plaza.

**PURPOSE OF THE MANAGEMENT PLAN**

The participants in this Project are dedicated to providing permanent, affordable housing. Toward this end, this plan has been developed to describe the policies and procedures to be observed in the management of the Project.

Specifically, the plan intends to outline a definite program of action to ensure:

1. A well-managed and properly maintained project;
2. A pleasant, healthy and secure living environment for the residents;
3. A pleasant and productive relationship among the owner, residents, service provider(s), the property management staff, regulatory agencies, employees, and members of the surrounding community.

This plan is to be used in conjunction with the Property Management Policies and Procedures, the Project’s regulatory agreements, and the Affirmative Fair Housing Marketing Plan.

**I. RELATIONSHIP BETWEEN THE BOARD AND MANAGEMENT STAFF**

Richmond Neighborhood Housing Service Inc (“RHNS”) is a non-profit corporation formed for the purpose of developing and managing affordable housing.

The role of the Board of Directors will be to establish policies and the role of the property management team is to implement those policies. Therefore, it shall be necessary that any individual Board member not issue instructions directly to any on-site personnel or/and any personnel. Any such instruction shall be passed to the Supervising Property Manager who will then instruct the proper staff person on site. Some of the policies to be established by the Board are as follows:

1. Resident Selection
2. Eviction
3. Project Staff and Salaries
4. House Rules and Lease and/or Amendments/Addendums
5. Security

**II. MANAGEMENT**

**A. Change in Management**

Richmond Neighborhood Housing Services Inc (RNHS) is an equal opportunity housing provider to all, regardless of actual or perceived race, color, national origin, ancestry, sex, marital status, physical or mental disability, familial status, source of income, religious or political affiliation, sexual orientation, medical condition, participation in or eligibility for a housing assistance program, experience of homelessness, status as a survivor of domestic violence, or other arbitrary basis.



1. In the event that circumstances develop that RNHS decides not to manage the Project, the following steps would be taken:
  - a) The Executive Director would seek the advice and approval of the Board of Directors to seek alternatives to self management. This could include outsourcing the occupancy only or complete 3<sup>rd</sup> party management. If the decision was to outsource the Project, the Executive Director with the approval of the Board, would issue a Request for Proposals for Management Services. Qualified management companies would submit proposals with supporting documentation. They would also be required to be interviewed by the appropriate members of Board; and
  - b) The Executive Director would notify the City of Oakland, and any other applicable regulatory agencies of our intentions to change management companies.

As the interviews are completed, the Executive Director thereafter would evaluate the firms and check their references before making a selection and entering into a formal contract.

### III. STAFFING

#### A. Non-Discrimination

According to the RNHS's personnel policy, all hiring of employees shall conform to equal opportunity requirements without regard race, color, creed, ancestry, age, religion, national origin, sex, sexual orientation, gender, gender identity, gender expression, marital status, disability, medical condition, genetic information, military status, or veteran status, receipt of or eligibility for housing assistance under any government housing assistance program, or other arbitrary factors.

#### B. Hiring

The Supervising Property Manager will be responsible for hiring, supervising and terminating on-site staff and arranging for contracted services such as laundry, landscaping, and maintenance outside the skills of the on-site maintenance person.

Special efforts will be made to provide information regarding job openings to minority candidates and contractors through outreach to community organizations, bulletin boards, newspapers and other communication media. All hiring materials will indicate that the Project is an "Equal Opportunity Employer" and will display the accessibility logo.

The minimum qualifications for each position are detailed in the job descriptions. The job descriptions are included in RNHS's Policies and Procedures Manual.

#### C. Training

RNHS has a regular training program for their on-site staff. Staff is also encouraged to participate in local training and informational programs as well as training provided by management organizations such as AHMA, IREM, NHCM and NeighborWorks.

RNHS believes in hiring personnel with previous experience in their particular field. Nevertheless all personnel will receive training specific to the regulatory agency and the RNHS's policies and procedures.

This training will consist of the following:

1. One-to-one counseling and supervision on the part of the Supervising Property Manager of the project;



2. Written guidelines, manuals, and materials;
3. Requirements of non-discrimination and affirmative fair housing;
4. Periodic attendance at special training workshops sponsored by various property management associations for the purpose of updating and renewing work-related skills.

D. Employee Grievance Procedure

Grievances are resolved first with the Supervising Property Manager. If a resolution has not been met, then the Executive Director has authority to make a final decision.

E. Employee Termination Procedures

The end of an employment relationship with RNHS will fall within one of the following categories: resignation, mutual agreement, layoff, unsatisfactory performance, or misconduct. The employee will be notified when his/her performance is substandard. The employee will be given an opportunity to rectify the problem. If the employee's performance continues to be substandard, the employee will be placed on probation, which may result in termination.

Employment at RHNS is at will. Either the employee or the employer may terminate the employment relationship for any lawful reason, or for no reason, with or without cause, and at any time.

F. Fringe Benefits

Each employee will be given a copy of RNHS's personnel policies that outline vacation, holidays, sick leave and medical benefits. This handbook will also include specific employment policies for property management staff.

All part-time employees and full-time employees who are regularly scheduled to work over 37.5 hours per week are provided with medical/dental coverage as part of their benefit package. Residents whom are employees of RNHS will not receive additional compensation as other employees unless it is outlined within the job description. The On-Site Manager will receive housing on-site as they will not receive additional salary compensation as the fair market value of the unit will be factored into his/her salary for his/her responsibilities outlined within the job description.

G. Staffing Requirements

1. Property Manager / On-Site Manager – (1/3 FTE)
2. Maintenance Technician – (1/3 FTE)

**IV. NON-DISCRIMINATION AND FAIR HOUSING**

This Project will comply with all federal, state, and local fair housing and civil rights laws, as well as with all equal opportunity requirements during marketing, lease-up, and ongoing operations. Specifically, the Project is committed to requirements of Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Fair Housing Amendments of 1988, The State of California Unruh Civil Rights Act and legislation which may subsequently be enacted protecting the individual rights of residents, applicants, or staff.

The Project will not discriminate against prospective residents on the basis of the fact or perception of their race, color, religion or creed, national origin, ancestry, age, familial status (presence of child under age 18 and pregnant women), sex, marital status, domestic partner status, actual or perceived sexual orientation, gender, gender identity or expression, genetic information, physical or mental disability (including cognitive, developmental, or emotional, having Acquired Immune Deficiency Syndrome (AIDS) or AIDS related complex (ARC), HIV, medical condition, source

*East Bay Asian Local Development Corporation (EBALDC) is an equal opportunity housing provider to all, regardless of actual or perceived race, color, national origin, ancestry, sex, marital status, physical or mental disability, familial status, source of income, religious or political affiliation, sexual orientation, medical condition, participation in or eligibility for a housing assistance program, experience of homelessness, status as a survivor of domestic violence, or other arbitrary basis.*



of income, military status, or veteran status, experience of homelessness, status of domestic violence, any arbitrary basis, or any other status protected by federal, state or local law.

The Project will not discriminate against prospective residents on the basis of their receipt of, or eligibility for, housing assistance under any federal, state or local housing assistance program. While the Project will not discriminate against those using Section 8 certificates or vouchers or other rental assistance, applicants with such rental assistance must meet all eligibility requirements (except minimum income).

The Project shall comply with California law prohibiting landlords from requiring any resident to state, certify, or represent immigration status to a landlord, unless required by applicable Federal law.

All employment advertisements and job descriptions shall display the phrase “Equal Employment Opportunity” or “Equal Opportunity Employer.” All rental advertisements and information sheets shall display the Equal Housing Opportunity logo or the phrase “Equal Housing Opportunity.” Advertisements will display the disabled access logo. The Leasing Office for the Project will have Fair Housing posters and advertisements according to the RNHS’s Limited English Proficiency and Language Access Plan and will be conspicuously displayed in the rental office.

Full documentation of all marketing and outreach efforts will be made throughout the marketing process.

## V. ACCESSIBILITY

Application materials will contain a notice of the applicant’s right to reasonable accommodation as well as the right to appeal screening decisions. All background information obtained from credit and criminal history reports and/or landlord or other personal references will be considered in the light of the Project’s commitment to provide housing for people facing challenges in obtaining conventional housing. Applicants with negative background information will have the opportunity to demonstrate that past behavior causing those issues was related to a disability and request reasonable accommodation. Additionally, consideration of mitigating circumstances will be considered on an individual basis. The availability of support services that can assist the applicant in meeting the conditions of tenancy may also be considered in evaluating such information.

RNHS will make reasonable accommodations/modifications in policies, procedures, services and facilities, if necessary, to afford a person with disabilities equal opportunity to use and enjoy a dwelling unit or the common area and facilities of the property. All applicants will receive the Notice of Right to Request Reasonable Accommodations and/or Modifications. Reasonable accommodations and/or modifications will be offered when feasible to all persons with disabilities who request accommodations and/or modifications due to verified disability and verified need for the requested accommodation/modification (unless the disability and/or need are readily apparent), at any time during the application, resident selection and lease process. Requests will be reviewed in accordance with state and federal laws.

People with disabilities requiring accessible features will receive priority for accessible units. Wherever possible, RNHS will offer an accessible unit to an eligible individual whose disability requires the accessibility features of the particular unit; when offering an accessible rental unit to applicants without disabilities; such applicants will be required to agree to move to a non-accessible unit when one becomes available or when the accessible unit is needed by a disabled household.

Persons with disabilities who require alternative means for communication of information (interpreters, Braille, large print, audiotape, etc.) may contact the designated Section 504 Coordinator, whose contact information will be made public and available upon request.



## VI. MARKETING & OUTREACH

Consistent with the resident population this project was designed to serve, the marketing will ensure equal access to appropriate size units for all persons in any category protected by federal, state, and local law governing discrimination. Preference will be given to applicants displaced as a result of government action or activity.

Special marketing outreach consideration will be given to:

1. Persons and groups in the housing market area who, in absence of such outreach, would a) be less likely to be aware of the availability of housing, or b) apply for the housing; and
  2. Under-served populations, specifically:
    - a) American Indians
    - b) Alaskan Natives
    - c) Asians
    - d) Hispanics
    - e) Native Hawaiian and Other Pacific Islanders
    - f) Persons with disabilities and persons with special supportive housing needs
    - g) Very low income households of all types (including persons making the transition from homelessness to permanent housing)
- Community media advertisement of the projects will be through the following:
    - Craigslist (*online advertisement, most widely read listings in Bay Area*)
    - GoSection8 (*Oakland Housing Authority listings*)
    - Announcement on Oakland Housing Authority website
    - RNHS established “Interested Rental Listing”
    - Board of Supervisors
    - Announcement on the Richmond Neighborhood Housing Service Inc website
    - Others that register to receive such information
  - Applications, notices, and all publications will include a Fair Housing and Equal Opportunity Logo (and/or the phrase “Equal Housing Opportunity”), and the disabled access logo (and/or phrase indicating accessibility to persons with disabilities).
  - Local civic and community organizations, which are representative of the ethnic and cultural diversity of the area, as well as Community and Faith-Based organizations will be contacted in order to disseminate information about the Project. Groups representing persons with disabilities and the elderly will also be contacted.
  - Referrals will be provided upon request to provide translation assistance or referrals to community-based organizations that can assist with translation.
  - We will publish marketing materials according to the RNHS’s Limited English Proficiency and Language Access Plan in order to better reach potential applicants in the area with limited English proficiency.
  - Other neighborhood-based, nonprofit housing agencies and service providers that maintain waiting lists or make referrals for below market rate housing will be contacted.



- Marketing materials, applications and/or information sheets outlining the application process will include the following statement: “Persons with disabilities are encouraged to apply for housing at this Project. All requests for reasonable accommodations will be considered.” Additionally, if a vacant unit includes accessibility features, those features will be advertised; persons requiring such features will receive priority in the application process.

**VII. QUALIFICATION PROCESS**

As an EveryOne Home partner, RNHS will evaluate the individual circumstances of each applicant, will consider alternative forms of verification and additional information submitted by the applicant, and will provide reasonable accommodations when requested, if verified and necessary. Although applicants’ history and background information is verified and evaluated, RNHS considers circumstances that may have changed, and weighs current situations and expected future conditions in balance with past actions. Additionally, applicants will be made aware of their right to reasonable accommodation in cases where disability status is or was a contributing factor to poor rental history, credit, or other potentially disqualifying item in their history.

Consideration also will be given to the presence of supportive systems and services (whether the applicant currently has support systems in place, as well as the availability of relevant supportive services on-site that might increase the likelihood of successful tenancy).

**VIII. ELIGIBILITY & SCREENING**

Eligibility qualifications include, but are not limited to, the following:

- For units in which applicants claimed a preference, eligibility must be verified during the screening process.
- The household income must not exceed the applicable Area Median Income (AMI), depending on the income restriction for the unit.
- All adult members of the household must provide requested documentation and sign individual verification forms authorizing RNHS to verify income, assets, and other applicable eligibility factors.
- RNHS’s unit occupancy standards for the Project are as follows:

Bedroom Size	Minimum Number of Persons	Maximum Number of Persons
0	1	1
1	1	3
2	2	5
3	4	7

The applicant will be contacted to schedule an interview if program/unit eligibility requirements are satisfied. At the time of the interview, all members of the household must be in attendance. They will be asked to bring prior three months’ pay stubs, if employed, and information on where to verify income sources, assets, and previous rental history. Other documents or identification to determine household composition, income, and assets may be requested. Applicant may provide alternative documentation and/or requests for accommodation, with supporting documents, at this time.



During the interview, staff will clarify any information provided by the applicant household and answer questions regarding admission procedures. At the interview the following items will be completed by or obtained from the household:

- A full application to rent for the Household and the Summary of Household stating Student Status for each household member.
- A Tenant Income Certification Questionnaire form completed by each adult.
- Applicant shall execute any releases and consents authorizing any private sources of income, or any federal, state, or local agency, to furnish or release to management such information as management and the applicable program regulations determine to be necessary.
- All income will be verified in writing from the income source on appropriate income verification forms. For recipients of Social Security income or public assistance, current Notice of Action letters or Statement of Benefits will be accepted.
- All assets, including bank accounts, will be verified in writing from the financial institution when necessary for program requirements. If not required and household assets total less than \$5,000, all adult members of the household must sign affidavit(s) verifying household combined assets total less than \$5,000.
- A Child/Spousal Support Affidavit completed by each adult.
- Both the current and previous landlords for the past three (3) years will be contacted by mail or fax for information concerning the history of complying with lease requirements, payment records, damage or destruction of property, interference with the rights of others, or failure to maintain the unit in a healthy, safe and sanitary condition. Additionally, RNHS will verify past tenant history of the applicant household within its own portfolio. Absence of prior rental history will not automatically disqualify an otherwise eligible applicant; however, RNHS may request alternative means of verifying prior residence or lack of residence, as well as request provision of personal references.
- A criminal record search will be obtained for each adult applicant. All adult applicants must pay a background check fee when they attend the initial interview. (This fee may be waived to comply with other program regulatory agreements.)

#### **IX. REJECTION AND APPEAL PROCESS**

Applicants **will be** rejected for any of the following:

- Conviction of drug-related criminal activity for the production or manufacture of methamphetamine on the premises of federally assisted housing;
- Felony convictions within the last 7 years for violent or drug-related criminal activity, or other criminal activity that may threaten the health, safety, or right to peaceful enjoyment of the property by other residents or community;
- A household member who is subject to lifetime registration requirement under a State Sex Offender Registration Program will not be admitted under any circumstances. The RNHS will check the names of all adults applying for housing through the sex offender registry in each state where each adult has lived;
- If any household member is currently engaged in illegal use of a drug or RNHS has reasonable cause to believe that a household member's illegal drug use, alcohol use, or pattern of drug or alcohol abuse may threaten the health, safety, or right to peaceful enjoyment of the premises by other residents;
- Eviction from federally-assisted housing in the past 7 years for drug-related criminal activity;
- Eligibility income exceeds the maximum allowed by program regulations;



- Income to rent ratio of no more than 42% is required to rent the unit. (Minimum requirement does not apply if household receives Section 8 or similar assistance. This requirement may be waived on a case-by-case basis, such as with evidence of recent history of paying same or higher rent with same income.);
- Family composition does not meet the established occupancy standards;
- The household does not meet specific program requirements;
- Applicant fails to provide information necessary to establish eligibility;
- Submission of more than one application per household.

Applicants **may be** rejected for any of the following:

- Failure to present all adult members of the applicant's household at the full household interview (or some other time acceptable to management);
- Blatant disrespectful, disruptive or anti-social behavior toward the management staff, the property, or other applicants/residents exhibited by an applicant or family member any time prior to move-in (or demonstrable history of such behavior);
- A negative unlawful detainer report indicating failure to meet financial obligations in past tenant history, a recent eviction within the past 5 years, or unpaid utilities required to maintain standard living (e.g., water, gas, electricity);
- A negative landlord recommendation, encompassing failure to comply with the lease, poor payment history, failure to maintain the unit in a healthy, safe, and sanitary condition, crimes of violence to persons, destruction or theft of property, sales of narcotics, eviction for cause or other criminal acts which would adversely affect the health, safety, or welfare of other tenants;
- A negative landlord history from within the RNHS's portfolio, encompassing failure to comply with the lease, poor payment history, failure to maintain the unit in a healthy, safe, and sanitary condition, crimes of violence to persons, destruction or theft of property, sales of narcotics, eviction for cause or other criminal acts which would adversely affect the health, safety, or welfare of other tenants;
- Falsification of any information on the application;
- History of engaging in violent or drug-related criminal activity, or other criminal activity that may threaten the health, safety, or right to peaceful enjoyment of the premises by other residents or community;
- Other good cause.

Applications rejected due to information obtained from the credit/background check will be notified per the requirements of the Fair Credit Reporting Act.

If an application is rejected by RNHS or the Project, then a denial letter specifying the reason(s) for the denial will be mailed to the applicant. The applicant has 14 calendar days from the date of the letter to submit an appeal to RNHS. Any requests for a review of the decision must be written and must be accompanied by supporting documentation and/or information not previously submitted and which refutes the stated reason(s) for the rejection. If the applicant is not satisfied with the response to their appeal letter or if the applicant has a complaint regarding fair marketing and/or alleged discriminatory practices, the applicant may request further review from the RNH's Section 504 Coordinator. If the applicant does not respond within 14 calendar days from the date of the denial letter, the file will be permanently closed.



**X. RESIDENT RIGHTS AND RESPONSIBILITIES**

All Applicants and Residents will be provided with a brochure which summarizes key rights and responsibilities for residents residing in assisted multifamily housing. It also offers resources and contact information for residents needing assistance. This brochure will also be posted in a public location and will also be provided to applicants and residents with a copy of “Resident Rights’ and Responsibilities” at move-in and annually at recertification.

**XI. ON-GOING COMPLIANCE ASSESSMENT**

RNHS will review the Affirmative Marketing Plan every five years and update as needed to ensure compliance. The advertising sources will be included in the review to determine if past sources should be changed or expanded.

RNHS will annually assess the success of affirmative marketing actions for the Project. If the demographic data of the applicants and residents vary significantly from the jurisdiction’s population data, advertising efforts and outreach will be targeted to underrepresented groups in an attempt to balance the applicants and residents with the demographics of the jurisdiction.

**XII. RECORD KEEPING**

Full documentation of all marketing and outreach efforts will be made throughout the marketing process.

- The Project shall establish and maintain an Affirmative Marketing file to hold advertisements, flyers, and other public information documents to demonstrate that the appropriate logo and language have been used. Additionally, RNHS shall keep records of its activities in implementing the Affirmative Fair Housing Marketing Plan, including other community outreach efforts and its annual analysis, for at least five (5) years.
- The Project shall keep up-to-date records based on census data, applications, and records about tenant selection or rejection.
- RNHS shall provide City of Oakland and/or OHA staff and other regulatory agencies access to any pertinent books, documents, papers or other records, as necessary, for determining compliance with civil rights and nondiscrimination requirements.
- RNHS shall track and keep records of information regarding the location, description and number of vacant and occupied accessible units, as well as the success rate of renting units to people who need accessible units.
- RNHS shall document any reasonable accommodations made to, or requested by, applicants or tenants during the reporting year.
- RNHS shall track and keep records of race and demographic data of the applications.

**XIII. TRAINING**

RNHS shall provide property management staff with all relevant regulations and Fair Housing provisions. All property management staff shall be required to follow the procedures and policies adopted by RNHS.

On-site training programs may include marketing, outreach, data collection, reporting, and record keeping. Property management staff shall at least annually receive instruction regarding fair housing laws.



**XIV. PRIVACY POLICY**

It is the policy of RNHS to guard the privacy of applicants and to ensure the protection of such applicants' records maintained by RNHS. Therefore, neither RNHS, nor its employees shall disclose any personal information contained in its records to any person or agency unless the individual about whom information is requested gives written consent to such disclosure. Any information obtained regarding a disability or disability status will be treated in a confidential manner. This Privacy Policy in no way limits RNHS's ability to collect such information as it may need to determine eligibility, compute rent, or determine suitability for tenancy or respond to requests for reasonable accommodations and/or modifications.

**XV. REGULATORY COMPLIANCE**

The Project's compliance with applicable regulations and with regulatory agreements' requirements will be monitored on an on-going basis by RNHS's compliance staff. Site staff will be adequately trained and will comply with the policies and procedures detailed in the manual prepared and maintained by RNHS.

All required reports will be prepared and submitted as detailed in the Project's regulatory agreements.

**XX. TERMINATION OF TENANCIES FOR OTHER THAN EVICTION**

The following are circumstances under which tenancy may be terminated without such termination being an eviction:

- A. Death of the sole resident of a unit;
- B. Release by the resident of the unit at the expiration of the term of tenancy;
- C. Abandonment of the unit by the resident, provided the housing sponsor complies with the provisions of Section 1951.3 of the Civil Code to establish such abandonment;
- D. Information given to the housing sponsor by the resident which fails to establish the resident's financial eligibility to remain in the resident's unit. Housing sponsor must give resident written notice of such termination pursuant to Section 1946 of the Civil Code.

**XVI. TERMINATION OF TENANCY THROUGH EVICTION**

- A. During occupancy and upon issuance of a warning notice or notice of violation, RNHS will be available to meet with residents as necessary to review the Lease and House rules. Documentation of any such meeting will be kept in the resident's permanent file.
- B. Residents shall receive written notice of minor infractions of the Lease and House Rules. The initial notice shall advise residents that such infractions are violations of the Lease and/or House Rules. Management will also advise residents that upon issuance of the third such warning notice for the same violation within one year, the resident will be served a 30-Day Notice of Intent to Terminate Tenancy.
- C. Major violations of the Lease will constitute material non-compliance and the resident will be subject to notification of the violation, notification of Intent to Terminate Tenancy and their right to grievance appeal procedures.

The following are the circumstances and procedures under which a tenancy may be terminated by eviction for "Good Cause":



- A. Failure by the resident to pay rent in a timely manner and/or failure to pay rent after a Three (3) Day Notice to Pay or Quit has expired;
- B. Failure or cessation by the resident to maintain financial eligibility to reside in the housing development;
- C. Intentional misrepresentation by the resident of any fact or failure by the resident to state any fact, which would affect the resident's eligibility or continuing eligibility to reside in the housing development;
- D. Repeated or serious failure by resident to properly use and operate all electrical, gas and plumbing fixtures and to keep them as clean and sanitary as their condition permits;
- E. Repeated or serious failure by resident to occupy the premises as the resident's sole abode;
- F. Resident's serious interference with the rights of other residents to exercise their rights as residents of the housing development;
- G. Resident permits any person on the premises to willfully or intentionally destroy, deface, damage, impair or remove any part of the structure or dwelling unit of the facilities, equipment, or appurtenances thereon, or has done any such thing himself or herself;
- H. Repeated or serious failure of the resident to comply with the established and approved House Rules and Regulations.

Under such termination and eviction procedures, the resident will first be warned in writing by RNHS that such "Good Cause" exists. If such conduct by the resident continues, RNHS will serve a thirty (30) day notice, in accordance with the California Code of Civil Procedure. Evictions will take place as a last resort.

## XXII. RENT COLLECTION POLICIES AND PROCEDURES

The resident orientation information (both written and oral) for the Project shall address rent collection policies and procedures. Such policies and procedures shall be consistent, easily understood, and firmly enforced. This information will be provided to all residents at move-in as well as to all management staff and RNHS.

It is established management policy that all rents are due on the first day of each month, in advance. Rents will be paid at 10320 MacArthur Blvd, Oakland CA and/or 12972 San Pablo Ave, Richmond CA at the Management Office and collected by the manager. Rents must be paid by only a Household Member listed on the Lease in the form of a cashier's check, personal check or money order, no cash will be handled.

The manager shall collect and record all rents, resident fees and charges and shall promptly deposit receipts to the appropriate project.

When possible, arrangements will be made to work out an individual rent payment problem. Up to one month of pre-payment to rents will be accepted. Any rent payment plans will be in writing and signed by the resident. Such documentation will become part of the resident's permanent file. All rent payment arrangements must have written approval by RNHS.

- A. All rent will be due and payable on the first day of the month with a grace period of five (5) calendar days after the due date. Method, time and place will be made clear to the residents and will specify that payment is to be made and delivered to the Management Office either by cashier's check, personal check or money order. When rent is paid, the property management staff will provide the resident with a receipt, upon request of the resident.
- B. Rents not received by the fifth (5th) of the month are considered late and will be dealt with through personal contact by property management staff, and a three-day notice to pay or quit will be served. Such notice shall be in accordance with the California Code of Civil Procedure. Property management staff will



assist with providing resources to rental assistance agencies or any other agencies and/or resources that may be relevant to the Household's specific situation.

If the rent is not received and/or the resident has not met with property management staff to discuss a Payment Plan, prior to the expiration of the three-day notice, the manager will inform the Executive Director who will authorize the retention of an attorney to pursue unlawful detainer actions. In commencement of any legal action for collection of rent, the manager will comply with eviction and grievance procedures. Legal costs incurred in pursuing such action will be borne by the Project and shall be paid for out of the General Operating Account unless the Project is deemed the prevailing party and awarded such costs by the Court. If the case has been sent to the Attorney for legal proceedings, and through the decision of the Property Supervisor, legal proceedings have been withdrawn; it will be the responsibility of the resident to pay any legal costs in full within thirty days or via a legal stipulated payment plan.

- C. Partial rent payments (except for pro-rated rents involving a mid-month move in date) will not be accepted.
- D. A late fee of \$15.00 will be charged in connection with any rent payment not received by the fifth (5th) day of the month during the month it is due. These late fees will be collected without exception.
- E. A service fee of \$7.00 will be charged for returned checks. Following the occasion of a check being returned by the bank as insufficient, rent payment by cashier's check or money order will be required within a subsequent twelve-month period.
- F. Rent collections shall be recorded in a computerized system that produces a receipt for the resident, a record on the resident's ledger card, and a permanent ledger entry.
- G. A master "rent-roll" shall be maintained and regularly updated, indicating number, name of occupant(s), rental amount, any subsidy payment(s), and current payment status for each of the units in the Project and the vacancy loss for the current month.
- H. Rent increases shall be anticipated as the needs of the Project dictate, in conjunction with the preparation of the Annual Operating Budget. The Property Management Team, in consultation with the Asset Management Team, shall prepare the Annual Operating Budget for the approval by the City of Oakland.
- I. Rent increases shall be implemented in conformance with the requirements of the City of Oakland. All rent increases and adjustments in the utility allowances will be presented to the City of Oakland for approval.
- J. Residents shall be required to make a refundable security deposit. The amount of this deposit shall be equal to one month's rent.
- K. At resident move-in, the resident and property management staff will jointly perform a unit inspection and findings will be noted on the Unit Inspection Form.
- L. Damages, repairs, and cleaning required above normal wear and tear will be charged back to the resident when they occur. Charges for these items will be at a rate that does not exceed the actual cost paid by RNHS for labor and materials. A current list of costs shall be maintained at the project and it shall reflect actual costs for repair, cleaning or replacement of items above normal wear and tear.
- M. When the unit is vacant, the property management staff shall perform a move-out inspection to determine any damages to be corrected or cleaning necessary, over and above normal wear and tear, which shall be charged against the security deposit. The resident may, but is not required to, participate in this move-out inspection. The Move-out Inspection Form will be compared to the Move-In Inspection Form to determine the extent of resident-caused damages.



- N. Within twenty-one days from the date of move-out, RNHS will complete a Security Deposit Disposition indicating:

1. Security deposit on hand;
2. Amount of rent or unpaid charges owing as of the date of the move-out;
3. Amount of damage or cleaning charges to be assessed;
4. An itemized list of work and costs will be attached to the forms.

The balance of the security deposit, after deduction for outstanding rent, charges, cleaning and damages, will be refunded to the resident within 21 days of returning possession of the unit.

- O. The security deposit may not be used as payment of the last month's rent. Full month's rent of the last month must be paid as per the lease agreement, on the first of the month and no later than the fifth business day of the month. The unused rent (pro-rated from day of move-out, will be refunded with the security deposit less any damages and/or unpaid rent/charges owed, if any.)

### **XXIII. MAINTENANCE, REPAIR AND SECURITY**

- A. Plans for carrying out an effective Maintenance and Repair program:

In order to properly check out the equipment prior to occupancy of the units, a complete walk-through or "punch-list" is made with property management staff to inventory the building systems and equipment, physical attributes, and conditions of the Project.

1. A preventive maintenance program will be established for the Project's building systems and equipment;
  2. Preventive annual unit inspections will be conducted in order to ascertain the condition of each unit. Maintenance problems discovered during these inspections shall be handled according to the property's work order procedure;
  3. Routine daily cleaning will be performed on a scheduled basis. Property management staff will make a daily morning inspection of facilities, community room, laundry room, hallways, etc., to determine any area requiring special attention that day and aid in the scheduling of the daily workload of maintenance staff;
- B. All items needing repair or replacement, whether reported by the residents or discovered by property management staff, shall be recorded on a maintenance work order form generated by the manager. All regular routine maintenance work orders must be completed within 24 to 48 hours the work order is received. If the work cannot be completed within this timeframe, the resident will be notified immediately to why it cannot be completed within that time frame, such as the need for parts or materials to be ordered, with an explanation as to the delay and an approximate date set for completion of the repair. The resident shall be kept informed of any problems that might tend to delay an estimated completion date.
- C. Major interior redecorating of common areas, exterior painting and projected replacements to building infrastructure, heating and ventilation systems shall be integrated into a capital improvements schedule which shall serve as a basis for computing and establishing the Replacement Reserve Fund and adequate contributions from the annual operating budget. This schedule shall project the anticipated useful life and replacement costs for such major items and will be compiled upon completion of the project.



- D. The Project will purchase the basic maintenance equipment and supplies in order for the maintenance person to perform their duties. Such equipment and supplies will be the property of the Project and will be labeled and inventoried. Copies of the inventories will be kept on-site and in the manager's central office.
- E. Major maintenance or preventive maintenance to building systems beyond the scope of maintenance staff will be contracted out to qualified vendors. Outside service contracts will include drapery cleaning, exterior painting, exterminating service, and trash removal. Repair of boilers, heaters, elevators, and electrical repairs shall be provided for under contract with appropriate service companies.
- F. Residential units will be redecorated on a move-in/move-out basis, primarily. However, the property manager's criteria will be consistent with keeping common areas and exterior in good order and repair on a scheduled basis.
- G. RNHS recognizes that resident security is an essential part of maintaining a safe and stable community. It is anticipated that security needs will be met through the use of standard bolt locks, entry gates, security cameras, and adequate site lighting. In addition, RNHS will consult regularly with the property management staff to discuss the need for any special security provisions that may arise.

#### **XXIV. FINANCE AND ACCOUNTING**

- A. The property manager will collect rent at the Project's Management Office, located at 10320 MacArthur Blvd, Oakland CA and/or 12972 San Pablo Ave, Richmond CA, and will make deposits into the operating account. Rents will be deposited into the operating account and security deposits will be deposited into the security deposit account. All disbursements will be made from the RNHS's corporate office. The property manager will approve all invoices which will be forwarded to the corporate office. The property manager requires two signatures on all disbursement checks.
- B. All accounting records and vendor files will be maintained at the RNHS's corporate office located at 12972 San Pablo Ave, Richmond CA.
- C. A budget will be prepared 180 days prior to fiscal year end. If the projection shows a deficit may occur, then a rent increase will be suggested based on previous rent increases and those allowed under the City's rent program and approved by property manager and Executive Director.
- D. The Annual Operating Budget for the Project will be prepared by the property management staff and approved by the Executive Director and the City of Oakland. In the event that items need to be purchased that either were not budgeted, or that would bring the project over budget, property management staff will promptly inform the Executive Director, who will review and approve such additional purchases.
- E. When the budget is prepared, a capital improvement budget will also be prepared which will include anticipated maintenance expenses projected to be expended for the upcoming fiscal year.
- F. Financial accounting, reports and records shall be in conformance with standard accrual basis accounting procedures, and responsive to the guidelines provided by the regulatory agencies connected with the Project.
- G. Accordingly, property management staff will maintain accurate files of all resident transactions, revenue, and expenditures and prepare the following quarterly reports for review:
  - 1. Cash status report and financial summary with vacancy report;
  - 2. Monthly and year-to-date budget comparisons;
  - 3. List of disbursements;
  - 4. List of accounts payable;



## 5. Balance sheet

H. The following shall be in the same account, separated by class:

- a. General Operating Account into which rental and other miscellaneous income will be deposited and from which the Project's operating expenses will be paid;
- b. Security Deposit Account to be funded by the residents' security deposits. Disbursements are permitted only upon resident vacancy. Disposition of security deposit will comply with California Civil Code Section 1950;

I. The following separate accounts shall be established:

1. Replacement Reserve Account to be funded through regular contributions from the operating budget, based on a capital improvements schedule of anticipated useful life and replacement needs for major items. All interest or income earned by the Replacement Reserve Account shall be applied solely for major repairs, replacements or capital or structural improvements, and written approval of the Executive Director is required for any disbursement from this account. The amount of annual deposit is subject to the City's Guidelines and any withdrawals will require prior approval.
  2. Operating Reserve Account to be funded from regular deposits from the operating account. Any disbursement from this account requires written Executive Director approval. A capitalized amount will be required per the City and County's Guidelines, and any annual deposits will be subject to review and approval of the City and County. Any withdrawals will require prior approval.
- I. The property management staff maintains a computerized General Ledger program, which shall be continually updated to meet the accounting and reporting needs of the Project and to produce a quality audit trail.

Careful monthly monitoring shall allow for cost control, prompt identification of potential problems and sufficient lead-time to develop plans to meet project needs.

The property management staff and Executive Director shall review major budget variances and appropriate actions shall be taken to ensure that monthly cash flow is sufficient to meet the Project's operating expenses and deposits to the reserve accounts noted above.

Bills will be paid and accounts will be funded pursuant to the requirements of the Project's Regulatory Agreement. Specifically:

1. Purchases up to \$500 shall be pre-approved by the Property Manager. Purchases over \$3,000 shall be pre-approved by the Property Supervisor, and purchases up to \$10,000 shall be pre-approved by the Executive Director.
  2. Invoices will be processed by the Property Manager and reviewed for accuracy by the Property Supervisor. Checks will be processed semi-monthly for payment of any payables on hand.
- J. Procurement of Contract Services
1. Property Management staff shall obtain contracts, materials, supplies, and services on the most advantageous terms available to the Development, and shall solicit bids, either formal or informal, for those items that can be obtained from more than one source. For expenditures that exceed Ten Thousand Dollars (\$10,000), property management staff will obtain at least three bids in writing. Property management staff shall secure and credit to the General Operating Account all discounts, rebates, or commissions obtainable with respect to purchases, service contracts, and all



other transactions. Property management staff will strive to contract with minority vendors and contractors in the area.

2. Property management staff shall prepare such bid specifications and supervise the bid proposals and acceptance procedures.
3. In the event that items need to be purchased that either were not budgeted, or that would bring the Project over budget, property management staff will promptly inform the Executive Director, who will review and approve such additional purchases.
4. Property management staff shall work with the Executive Director to develop a schedule of projected revenues from operating to be used for sponsor distributions and loan payment requirements.
5. Property management staff shall establish and maintain a comprehensive system of records, books and accounts in a manner approved by Executive Director and its designated accounting firm. Property management staff shall maintain such books and records as to satisfy the reporting requirements established under the affordability restrictions by the City. All records, books, and accounts shall be subject to examination during regular hours of business by any authorized representative of RNHS.
6. In order to ensure strict compliance with regulatory requirements, property management staff will systematically review all pertinent Regulatory Agreements and establish a manual of instructions, schedules and tickler files indicating relevant deadlines, reporting formats, etc. This manual will be distributed to all bookkeeping and accounting personnel of RNHS, and to any accounting firms hired to provide audits or other reports for the Project.
7. Other Reports

Property management staff shall also provide reports required by required by other regulatory agencies and funding sources as outlined in the regulatory agreements with those entities.

In order to ensure timeliness of reporting requirements, property management staff will set forth a Reporting Requirement Tickler in which Property Manager must submit various reports to Property Supervisor monthly. These reports will include, but is not limited to:

- a) Vacancy Report – Monthly reporting of vacancies, detailing unit number, unit size, anticipated/move-out date, rent amount, AMI, rent ready date, anticipated move-in date and vacancy loss;
- b) Project Status Report – Compliance report expected to be completed monthly to ensure targeted compliance factors;
- c) Annual Sponsor Report – City and County required report to be completed by sixth month following the end of the fiscal year;

#### L. Insurance

Asset Management staff, with the Executive Director's approval, shall arrange for the Project to be insured against loss by fire and such other hazards, casualties, liabilities and contingencies, and in such amounts and for such periods as required by any regulatory agreement.



Competitive bids will be sought to ensure the most cost effective coverage available, and both the coverage and the carrier(s) will be reviewed regularly. All insurance policies and renewals thereof shall be issued by a carrier and in a form acceptable to the owner and any regulatory agency. Property insurance policies shall name the owner and any regulatory agency as an addition loss payee and liability insurance policies shall name the owner as additional insured.

Property management staff will also report, investigate and pursue the resolution of all accidents or claims in connection with the operation of the Project.

Asset management staff shall also arrange for the Project to be insured against any losses due to employee dishonesty through the purchase of a Fidelity Bond. The Fidelity Bond will cover losses up to at least two-months of the total rent potential.

#### **XXV. RESIDENT-MANAGEMENT RELATIONS**

Communication is the key to compatible community living. Property management staff will keep residents advised, through reminders and/or written warning notices, of policies in place at the project. Residents will participate in an orientation session and will also receive copies of their Lease and House Rules. Property management staff will work with residents to prevent recurrent violations. Evictions will take place as a last resort or for egregious actions.

Resident grievances will be handled by the Property Supervisor. If this is unsatisfactory to the resident, the Executive Director will become involved.

#### **XXVI. MANAGEMENT AGREEMENT AND FEE**

##### Provisions for periodic update of Management Plan

RNHS shall review this plan on an annual basis. Should it become necessary to update the plan, RNHS submit the proposed changes to any regulatory agencies from which approval is required.

Fees: For management services performed under this Agreement, the RNHS will receive a Property Management Fee monthly in arrears equal to **\$82.00 per unit**. On a yearly basis, beginning with the first anniversary of this Agreement, the fee shall increase by an amount equal to **3%** of said fee or the inflation factor for the said year, whichever is less. Any unpaid portion of the fee shall accrue and be payable from available Net Cash Flow from subsequent years.

#### **XXVII. PROPERTY MANAGEMENT CONTACT**

Cymone Goree, Property Manager, can be contacted at [cymone@eastbayhns.com](mailto:cymone@eastbayhns.com) or 510-237-6459 ext 1602

