



Rural Development

April 5, 2017

Alabama State Office

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TO: USDA Rural Development Multi-Family Housing
Borrowers and Management Agents

FROM: Beverly Helton 
Acting State Director

SUBJECT: USDA Rural Development
2017 Site Manager and Maintenance Person of the Year Awards

I am pleased to announce the Site Manager and Maintenance Person of the Year Award program for Fiscal Year 2017. This program recognizes four state winners: (1) Site Manager of the Year – Elderly (*which includes congregate or group home properties*); (2) Site Manger of the Year – Family (3) Site Manger of the Year for Farm-Labor Housing; and (4) Maintenance Person of the Year.

Nominations should be submitted using a three-ring binder so that no information is misplaced or overlooked. Please use the attached form to nominate a manager/or maintenance person. The properties must be financed by USDA Rural Development. You may nominate someone who has been nominated before, if they have not been a state winner.

You will note that the form asks you to comment on the following selection criteria:

- Tenant satisfaction with the employee is high.
- Property managed or maintained by employee has good curb appeal on a continuous basis.
- Employee has no incidents of non-compliance and no unresolved findings.
- Employee consistently does more than what is expected.

Letters from tenants, members of the community, housing groups and others highlighting the good qualities of your nominee are encouraged. Also include any local media coverage which has occurred. Please enclose as many pictures as you like of the manager's property that depict its curb appeal. Pictures of tenant activities sponsored, encouraged or provided by the manager are beneficial. Use any materials at your disposal to showcase your nominee at his or her best in each category. If your nominee has done an outstanding job in an area not listed, please do not hesitate to add that information to your nomination package.

You many submit one nomination package for a family property, one for an elderly property, one for farm labor housing and one for maintenance person to each USDA Rural Development Area Office. If you are considering nominating a manager who manages both family and elderly properties, you must specify which category (family or elderly) the nomination is being submitted for and the documentation should

concentrate on that property. A manager can be nominated for both categories, but separate applications must be submitted. (Previous state winners are not eligible for nominations)

Nominations must be received in the applicable Area Office(s) not later than May 12, 2017.

Each USDA Rural Development Area Office will select one family property nominee, one elderly property nominee, one farm labor housing nominee and one maintenance person nominee from those received and submit those applications to the State Office. Area Office nominees will be evaluated at the State Office level by an independent panel of judges. The winners will be announced during the **2017 ALCARH annual meeting**. Each winner will receive a Certificate of Accomplishment from USDA Rural Development

If you have any questions concerning the nomination process, please contact Melinda George, MFH Program Director, at 334-279-3456 or by email at Melinda.George@al.usda.gov.

As you know, site managers and maintenance staff make sure that day-to-day operations go smoothly, and often they invest a great deal of their own free time in providing tenants with a safe and cohesive community. Your nomination of a Site Manager and Maintenance Person is a form of recognition in and of itself. I hope that you will participate in this recognition program by nominating someone you consider to be an outstanding Site Manager and Maintenance Person.

Attachments

**BEST SECTION 515 OR SECTION 514
SITE MANAGER
NOMINATION FORM/CHECKLIST**

Please address the following criteria in the space provided. Remember, keep your answers short and concise; however, the more letters, pictures, and documentation you can provide, the better. The nomination package should include the nomination letter summarizing nominee's qualifications and address all the following items and include attachments. This completed checklist should be attached to your nomination package. Failure to address each item will cause the package to be considered incomplete.

Name of the Site Manager Nominee: _____
Name of Property(s): _____
Name of Management Company (if applicable): _____
Year Began Managing at Property: _____

Brief Biography of Nominee:

SECTIONS I – III ARE TO BE COMPLETED BY THE NOMINATING PARTY:

I. Tenant Satisfaction.

Overall, are tenants happy with the efforts this site manager makes on their behalf and on the behalf of the property? How do you know? Include photographs.

Attach the following:

- Letters commenting on the nominee's accomplishments from Congressmen or other officials or tenants.

II. Curb Appeal.

Is the property attractively maintained and landscaped? Are the grounds free of debris? If applicable, you may wish to discuss particular actions the site manager has taken to increase the appeal of the property.

Attach the following:

- Pictures of grounds, buildings and signage indicating curb appeal.

III. Actions above and beyond what is expected.

Please describe any actions this site manager takes on a consistent basis which make him or her truly exceptional and outstanding. Good pictures also help in this category. Document activities such as:

- Pictures of tenants engaging in social activities.
- Copies of publications (such as newsletters) initiated and maintained for the residents.
- Newspaper articles depicting care of tenants.
- Articles or letters showing involvement in the community.
- Helping residents obtain additional services.
- Receipt of additional certifications and/or training.
- Implement practices that result in cost savings to the property.

Section I – III - Completed By: _____
(Nominating Person)

SECTION IV MUST BE PROVIDED BY THE AGENCY:

IV. Compliance with Rural Development's Regulations.

Attach the following documents:

- Letter or written statement from servicing office verifying there are no incidents of non-compliance and no unresolved findings.
- Copy of last Supervisory Visit (MFIS Form 2000) (complete supervisory visit report must have been completed during the nominee's tenure at property).
- Copy of last Compliance Review (Form RD 400-8) (complete compliance review report must have been completed during the nominee's tenure at property).
- Copy of most recent Physical Inspection Report (Form RD 3560-11) (complete physical inspection report must have been completed during the nominee's tenure at property).

Section IV - Completed By: _____
(Agency Staffer)

BEST MAINTENANCE PERSON NOMINATION FORM/CHECKLIST

Please address the following criteria in the space provided. Remember, keep your answers short and concise; however, the more letters, pictures, and documentation you can provide, the better. The nomination package should include the nomination letter summarizing nominee's qualifications and address all the following items and include attachments. This completed checklist should be attached to your nomination package. Failure to address each item will cause the package to be considered as incomplete.

Name of Maintenance Person Nominee: _____
Name of Property(s): _____
Name of Maintenance Company (if applicable): _____
Year Began Maintaining Property: _____

Brief Biography of Nominee:

SECTIONS I – III ARE TO BE COMPLETED BY THE NOMINATING PARTY:

I. Tenant Satisfaction.

Overall, are tenants happy with the efforts of this maintenance person? Are tenants satisfied with maintenance and repairs, and do they consider them to be taken care of in a timely manner?

Attach the following:

- Letters commenting on the nominee's accomplishments from Congressmen or other officials or tenants.

II. Curb Appeal.

Is the property attractively maintained and landscaped? Are the grounds free of debris? If applicable, you may wish to discuss particular actions the maintenance person has taken to increase the appeal of the property.

Attach the following:

- Pictures of grounds, buildings and signage indicating curb appeal.

III. Actions above and beyond what is expected.

Please describe any actions this maintenance person takes on a consistent basis which make him or her truly exceptional and outstanding. Good pictures also help in this category. Document activities such as:

- Pictures or articles featuring tenants engaging in activities geared toward the physical improvement of the property.
- Newspaper articles depicting care of property.
- Articles or letters showing involvement in the community.
- Receipt of additional certifications and/or training.
- Implement practices that result in cost savings to the property.

Section I – III - Completed By: _____
(Nominating Person)

**SECTION IV MUST BE PROVIDED BY THE AGENCY FOR SUBMISSION BY
THE NOMINATING PARTY:**

IV. Compliance with Rural Development's Regulations.

Attach the following documents:

- Letter or written statement from servicing office verifying there are no incidents of non-compliance and no unresolved findings.
- Copy of most recent *Physical Inspection Report* (Form RD 3560-11) (complete physical inspection report must have been completed during the nominee's tenure at property).

Section IV - Completed By: _____
(Agency Staffer)