

# **MANAGEMENT PLAN**

**NANCY J. ELKIS SENIORS HOUSING**

**100 POP MOYLAN BLVD**

**DEPTFORD, NEW JERSEY 08096**

**FEBRUARY 26, 1997**  
**REVISED MARCH 4, 1997**  
**REVISED SEPTEMBER, 2005**

**MANAGEMENT PLAN  
Nancy J. Elkins Seniors Housing  
100 Pop Moylan Blvd  
Deptford, NJ 08096**

**Owner:** Pop Moylan Urban Redevelopment Company, LLC (PMURC,LLC)  
**Managing Agent:** Housing Authority of Gloucester County (HAGC)

**Sponsor:** Housing Authority of Gloucester County/  
Gloucester County Housing Development Corporation  
(HAGC/GCHDC)

The Housing Authority of Gloucester County (Authority) is the sponsor of the Gloucester County Housing Development Corp who is the general partner in the Pop Moylan Urban Redevelopment Company, LLC, owner of Nancy J. Elkins Seniors Housing, consisting of 80 one bedroom apartments for the elderly, of which ten (10) are for disabled elderly persons.

The PMURC, LLC, has entered into a Management Contract (Contract) with the HAGC to manage the Nancy J. Elkins Seniors Housing project. The scope of responsibility of the HAGC is set forth in the Management Contract.

The Management Plan, set forth below, more particularly describes the functions of the Authority in executing the Contract by the Authority on behalf of the PMURC, LLC.

**MANAGEMENT AND OPERATIONS**

• **EXECUTIVE DIRECTOR**

The Authority shall employ a competent Executive Director who shall be a certified Public Housing Manager and who shall be responsible for overall administration of the Contract and the Management Plan, including the operating departments of the Authority who will carry out the Plan.

The Executive Director shall also function as Contracting Officer for the Authority.

The Executive Director shall supervise all operating departments of the Nancy J. Elkins Seniors Housing through various managers, act as Contracting Officer, prepare annual budgets, administer reserve and trust accounts, confer with the Trustee, invest funds, administer insurance program and carry out the overall affairs of Nancy J. Elkins Seniors Housing.

The Executive Director shall, from time to time, meet with and confer with the Board of PMURC, LLC, and provide to PMURC, LLC, information and reports as may be required.

The Executive Director shall, from time to time, confer with federal, state and local officials on matters pertaining to Nancy J. Elkins Seniors Housing and provide records, information and reports to applicable officials as may be required by law or regulation.

• **PROPERTY MANAGER**

The Property Manager shall be responsible for all maintenance, utilities, contracted services, housekeeping, grounds, maintenance, general upkeep and security of the property and its tenants.

The Property Manager shall be responsible for the enforcement of terms/conditions of leases and aid in maintaining full occupancy of the Project.

The Property Manager shall maintain the property consistent with state and federal law. In those instances where major expenses are necessary to carry out requirements of law, the Property Manager shall consult with the Executive Director prior to carrying out the law unless any imminent emergency threatens life or property.

The Property Manager shall review all annual inspections of units and other inspection reports and file same with the Occupancy Specialist for placement into tenant's file.

The Property Manager shall conduct an annual inspection of the project using the form provided and report findings to the Executive Director and take appropriate action to correct maintenance deficiencies found.

The Property Manager shall meet with the Building Superintendent at least once monthly to review superintendent's maintenance report and conduct a walk through inspection of common areas of the project. Deficiencies in Housing Quality Standards (HQS) or cleanliness or lack of maintenance shall be noted and the Building Superintendent directed to mitigate the deficiencies.

The Property Manager shall take various actions as directed by the Executive Director and shall maintain and file records and reports, including an annual report, to the Executive Director.

Records shall be retained for a minimum of five (5) years.

• **BUILDING SUPERINTENDENT**

The Building Superintendent shall be responsible for the day to day operations of the project.

The Building Superintendent reports to the Property Manager.

The Building Superintendent shall supervise a staff consisting of:

- |   |             |
|---|-------------|
| a. Building Maintenance Worker          | (1)         |
| b. Maintenance Repairer                 | As Assigned |
| c. Painter                              | As Assigned |
| d. Security Guards (Unarmed)-Contracted | As Assigned |
| e. Others as Assigned                   |             |

The Building Superintendent's daily tasks include, but are not limited to:

- a. Maintenance of a clean safe building
- b. Repair/replacement of anything in disrepair
- c. Management of contracted services

- (1) Elevator Maintenance
- (2) Trash Removal
- (3) Exterminator Service
- (4) Grounds Maintenance
- (5) Snow Removal
- (6) Specialty Contracts
- (7) Other

- d. Management of Staff assigned to building operations
- e. Maintenance of work order logs and reports, including monthly written report to Property Manager/Executive Director
- f. Maintenance of Utilities and building systems
- g. Endorsement of lease with Property Manager
- h. Securing quotations for contracted services
- i. Preparing dwelling units for reoccupancy
- j. Orienting new tenants to the building and its rules and regulations
- k. Conduct annual inspection of all units and file with Property Manager all inspection reports.
- l. Other duties as encompassed in job description or as assigned.

The Building Superintendent shall conduct an inspection of each dwelling unit at least once a year, at the time a tenant is vacating a unit and at the time a new tenant is taking occupancy of a unit. All inspections shall be recorded, in writing, actions taken as required and copies of all signed inspection reports filed with the Property Manager for review and timely filing with TI/I for placement in tenant's file.

The Building Superintendent is authorized to make routine decisions independently without consulting the Property Manager. The Building Superintendent shall maintain daily contact with the Property Manager, review actions taken, report problems or needs.

The Property Manager and Building Superintendent are trained in following routine procedures and are advised that policy decisions shall be deferred to the Executive Director, the HAGC Board and the Board of PMURC, LLC.

**The HAGC staff will operate a Maintenance and Repair Program**

- a. The HAGC has a standard program for preventative maintenance on all equipment. HAGC shall maintain a workshop on the job, which will contain replacement parts for equipment, machinery and appliances. When a tenant needs maintenance performed in his apartment, tenant calls or visits the Building Superintendent's Office located in the project. The staff person writes a work order for maintenance repair. The maintenance staff then attends to the problem in the tenant's apartment. The maintenance staff is expected to take care of work orders before 24 hours have elapsed. All emergency work orders will be done immediately. A log of all work orders shall be maintained and filed with the Property Manager and Executive Director by the 7th of each month covering the preceding month.

The Building Superintendent shall write work orders for all repairs and unscheduled work

at any location of the project not in tenancy and shall write work orders for repair/replacement resulting from staff inspections in the project at any time.

- b. After a tenant vacates an apartment, HAGC will repaint the entire apartment and check the appliances, toilets, sinks, etc., to make sure that everything is in proper operating condition. Prior to the move out of the old tenant, the Building Superintendent will walk through the apartment with the prospective tenant and review what needs maintenance work. The apartment will be treated by an exterminator and all defective items repaired and the apartment thoroughly cleaned before re-renting.
- c. A painting program will be maintained by the Building Superintendent as supervised by the Property Manager. All vacancies shall be repainted prior to reoccupancy and all other painted surfaces painted every three to five years. The Building Superintendent will maintain a repainting log on site.
- d. Trash will be deposited in compactor chute and packaged in a service room on the ground.
- e. A recycling program will be in operation.
- f. Grounds upkeep will be by contracted service.
- g. Snow removal will be by contracted service.
- h. Extermination will be by contracted service.
- i. Elevator Maintenance will be by contracted service.
- j. Security Guards will be by contracted service.

**The staff of the Building Superintendent will:**

- a. Clean all halls, entryways and common areas on a daily basis.
- b. Clean other common areas on a weekly basis.
- c. Site will be policed daily, trash picked up, drives and walks swept as needed and debris removed.
- d. The Building Superintendent will show an apartment to those persons selected for renting who wish to see a unit.
- e. All incoming tenants will be given an instruction kit, which will explain the responsibilities of the tenants and the management agent, and which will address such items as trash removal systems, recycling, security procedures, the appliances in their apartments, dates when rents will be due, persons to contact for service and/or complaints, etc. The Building Superintendent will take the new tenant through the unit and explain the location and operation of equipment.

**TENANT PROCESSING STAFFING; PRE-APPLICATION; APPLICATION;**

**VERIFICATION; PREFERENCES; CATEGORIES OF UNITS; CATEGORIES OF INCOME TYPES; RESIDENT SELECTION AND ASSIGNMENT; DEFINITIONS**

**PROCESSING STAFFING**

• **OCCUPANCY SPECIALIST (O.S.)**

The Executive Director assigns an Occupancy Specialist to the project, the Occupancy Specialist must be knowledgeable in resident occupancy procedures. The responsibilities of the Occupancy Specialist include all aspects of occupancy management including accepting pre-applications, maintaining a sequential waiting list, accepting full applications, determining applicant eligibility, assigning applicant to an available rental unit, preparing the lease for signature, initiating occupancy with the Property Manager, conducting annual (and other) resident recertifications and providing monthly data to the Finance Manager for the Rent Roll and resident charges.

• **PRE-APPLICATION**

The Occupancy Specialist assigned will receive initial pre-applications in the manner prescribed. The pre-application will identify the registrants as elderly (age 62 or older) or elderly disabled (age 62 or older with a defined disability). The pre-applications will contain sufficient information for the Authority to make a preliminary determination of eligibility and the apparent preference category.

Applicants may submit pre-applications by mail or in person. The pre-applications will be date and time stamped upon receipt. If the pre-application does not contain sufficient information to make a preliminary determination of eligibility, the applicant will be notified to submit the needed information. The pre-applications will be assigned a sequential number based on time and date of receipt of a complete pre-application and placed on the waiting list, periodically, in accordance with a published schedule. The pre-applicants will be registered in a bound book and numbered sequentially as assigned.

Applicants will be mailed a confirmation of receipt of their pre-applications after their name is placed on the waiting list. This confirmation will include their sequential number and an estimate of when the applicant can expect assistance.

If the information on the pre-application shows the applicant to be obviously ineligible, the confirmation letter will state the reasons for the determination of ineligibility and offer the applicant the opportunity for an informal hearing.

• **APPLICATION**

Applicants on the Pre-Application will be scheduled for a face-to-face interview for a full application, in sequential order and in accordance with the Preference categories established in this section.

The waiting list shall identify applicants as elderly/disabled. Applicants considered for a determination of eligibility for assisted housing shall be interviewed in accordance with the preferences stated below. Applicants within each preference category will be interviewed on a first come/first served basis.

- **VERIFICATION**

The Occupancy Specialist will verify the information received from the applicant and determine the eligibility of the applicant for the rental housing program available and consistent with applicable federal, state and H.A. rules and policies.

- **PREFERENCES**

**Category I**

**64 One Bedroom Apartments (standard and handicapped)**

Applicants who otherwise meet the family income criteria of 60% of median income or less and age criteria shall be selected for occupancy from the sequential registration list, first come, first selected, with the following preferences:

First: Residents of Regional Housing Area (Gloucester, Camden & Burlington Counties)

Second: All Others

**Category II**

**16 One Bedroom Apartments (standard and handicapped)**

Applicants who otherwise meet the family income criteria of very low income criteria (50% or less of median income) shall be selected for occupancy from the sequential registration list, in the order of application, and subject to eligibility for a rental assistance commitment or Section 8 Certificate or Section 8 Voucher. The following preferences will apply:

First: Residents of Regional Housing Area (Gloucester, Camden & Burlington Counties)

Second: All Others

**Category III**

Handicapped apartments available for renting will be afforded to handicapped residents residing in non-handicapped apartments in Nancy J. Elkis Seniors Housing who are in need of a unit that is barrier free or designed for a visual/hearing impaired persons. Residents needing barrier free units shall be offered them in successive order from oldest lease date.

In the event no current resident leases a vacant unit for the handicapped, the unit will be rented to the next eligible handicapped applicant on the waiting list in Category I or II as is applicable.

In the event no handicapped applicant is available or expresses an interest in renting available handicapped unit within 40 days of the announcement of its availability, the unit may be rented to the next available and otherwise qualified non-handicapped applicant on the Category I or Category II waiting list as applicable.

- **CATEGORIES OF UNITS**

The Nancy J. Elkis Seniors Housing building consists of 80 one (1) bedroom apartments for the elderly (age 62 or older) of which:

- a. 70 Apartments are standard one (1) bedroom units for the elderly.

- b. **5 Apartments are one (1) bedroom barrier free units designed for elderly and/or disabled persons whose disability requires the use of a wheelchair.**
- c. **5 Apartments are one (1) bedroom units designed for elderly and/or disabled persons whose disability requires a unit with special features for the visually impaired or hearing impaired.**

- **CATEGORIES OF INCOME TYPES**

**20% (16 apartments) shall be designated for occupants classified as very low income households with gross family recurring income not to exceed 50% of the median income in the County of Gloucester as determined by applicable authority. "20%" indicates a percent of occupancy, not specific housing units.**

**80% (64 apartments) shall be designated for occupant families classified as having gross recurring income not to exceed 60% of the median income in the County of Gloucester as determined by applicable authority which all include federal rules governing "tax credits".**

- **SELECTION AND ASSIGNMENT**

**The Occupancy Specialist will screen applicants for criminal history, housekeeping behavior and conditions and credit worthiness.**

**Selection and assignment to units shall be to lowest qualified and certified number registrant, by date and registration number in the respective Preference category.**

- **DEFINITIONS OF TERMS**

**Eligible Household**

**Eligible Household means a household whose preliminary application has been reviewed, whose unverified estimated total gross annual income is judged to be low and moderate income pursuant to applicable guidelines, and whose name has been placed on a waiting list for affordable housing.**

**Gross Annual Income**

**Gross annual income means the total amount of a household's income from all sources including, but not limited to, salary, wages, interest, dividends, alimony, pensions, social security, disability, business income and capital gains, tips and welfare benefits. Generally, gross annual income will be based on income reported to the Internal Revenue Service (IRS).**

**Rent Guarantor**

**Rent Guarantor is that person or organization designated by the applicant who will provide a written guarantee that the full monthly rent will be paid as may be required by the owner or owner's agent, in the form required by owner/owner's agent, as a condition of leasing an apartment to the applicant.**

**The Managing Agent may require a Rent Guarantor to guarantee payment of the monthly**



recurring rent when the resident is a low income household, the resident/ household is not receiving supplemental rental assistance as one of the sixteen "category II" residents, and whose contract rent, at time of income verifications, would be greater than 40 percent of applicants certified gross income.

### **Household/Head of Household**

Household means the person or persons occupying a housing unit.

Head of Household is the person designated in the family as the designated head of household. No household may contain more than two persons.

### **Index**

Index means the measured percentage of change in the median income established for a household of four (4) by geographic region using the uncapped median income estimates published periodically by the U.S. Department of Housing and Urban Development and approved for use by the N.J. Council on Affordable Housing.

### **Low Income Household**

Low income household means a household whose gross annual income is equal to 50% or less of the median gross income established by geographic region and household size using median income figures and family size adjustment methodology published periodically in the Federal Register by the U.S. Department of Housing and Urban Development and approved for use by the Council on Affordable Housing.

### **Moderate Income Household**

Moderate income household means a household whose gross annual income is equal to more than 50%, but 60% or less than the median gross income established by geographic region and household size using median income figures and family size adjustment methodology published periodically in the Federal Register by the U.S. Department of Housing and Urban Development and approved for use by the Council on Affordable Housing.

### **Base Rent**

Base Rent means the charge established for a rental unit at the time the unit is first restricted by affordability controls, including an allowance for tenant paid utilities.

### **Certified Household**

Certified Household means any eligible household whose total gross annual income has been verified, whose financial references have been approved and who has received certification as a low or moderate income-eligible household

**NOTE:** Any "care giver" or "live in aide" must be certified as needed by a licensed physician and must vacate within thirty (30) days after termination of occupancy of the lessee as a written condition in the applicable lease prior to occupancy by the "care giver".

Applicants shall be certified by the TPC Manager as meeting various regulatory eligibility

criteria, presented to the Executive Director (or designee) for sign off and referred to the applicable Tenant Interviewer/Investigator (TI/I) for assignment to a suitable dwelling unit.

**Maximum Household Size**

No more than two (2) persons, including a "care giver" shall be assigned to any one bedroom apartment at Nancy J. Elkins Seniors Housing.

Attachment A - Income limits (as revised from time-to-time)

• **OCCUPANCY SPECIALIST (O.S.)**

The Occupancy Specialist (O.S.) shall maintain an ongoing list of files ready for assignment to vacated tenants apartments and shall complete all processing for final preparation for leasing in sequential order by date of initial registration/application.

The O.S. shall institute applicable credit, criminal and housekeeping checks as required, and shall obtain all applicable tenant certifications.

The O.S. shall make all offers to tenants for specific assignments to units, in writing, and record all tenants acceptance/rejections of offers made.

The O.S. shall prepare all lease documents, review lease and rules with new tenants, arrange for leasing the unit, coordinate leasing with Property Manager and Building Superintendent and orient tenant to applicable procedures.

The O.S. shall conduct an annual recertification of all tenants commencing approximately 100 days prior to the anniversary date of each individual lease. The recertification shall be conducted as required by applicable governmental rules as amended from time to time.

The O.S. shall prepare a monthly rent roll with changes on/about the last business day of each month and file same with Finance Manager and Executive Director.

The O.S. shall be alert to tenants who engage in suspected fraud and/or lease or program violations and report same to Executive Director and/or Property Manager.

The O.S. shall engage in other activities and prepare other reports from time to time, including, but not limited to; racial characteristics reports, program utilization reports (monthly), utility analysis reports, tenants lists, waiting lists and other activities as assigned.

The O.S. shall work closely with the TPC Manager and the Property Manager to maintain tenant integrity and 100% occupancy by qualified tenants.

The O.S. shall receive and file in tenant's file annual or special HQS inspection reports.

The O.S. shall maintain various occupancy rule books and be knowledgeable in applicable federal and state applicable governmental occupancy regulations.

The O.S. shall be familiar with the Management Plan and its elements and administer the housing program consistent with the Plan.

## **FAIR HOUSING, EQUAL OPPORTUNITY AND PROJECT MARKETING**

Marketing of units shall be undertaken from time to time consistent with the Equal Opportunity Housing Plan Update.

Advertisement of availability of apartments will be in the Gloucester County Times and, as applicable, other newspapers of general circulation in the jurisdiction.

Circulars or copies of the pro forma ad will be circulated to a wide variety of advocates for assisted housing in the HAGC area of operating jurisdiction and as outlined in the Affirmative Fair Housing Marketing Plan.

A marketing brochure, consistent with the requirements of the Affirmative Fair Housing Plan, will be circulated consistent with the Affirmative Fair Housing Marketing Plan.

When advertisements are placed in the newspapers, designated date and times will be established for registration for housing assistance. The Occupancy Specialist is responsible for maintaining a supply of applicable registration forms, registering applicants into computerized waiting list system and verifying all intake cases in accordance with applicable governmental rules and the Management Plan.

Advertising and marketing shall display the Fair Housing logo and marketing and registration of cases shall be conducted without regard to race, religion, color, sex, familial status, national origin or disability status.

All hiring of staff will be conducted consistent with the Personnel Policy of the HAGC as revised from time to time, and shall be consistent with the Fair Housing Equal Opportunity Plan hiring practices.

Principal hiring tasks will be conducted by Human Resources with selection of employees by the Departmental Manager, Human Resources and final approval/ disapproval by the Executive Director.

## **FINANCIAL MANAGEMENT**

The Owner and Management Agent will adhere to the NJHMFA Accounting Policies in administration of Nancy J. Elkins Seniors Housing finances.

- **FINANCE MANAGER**

Financial operations are administered by the Finance Manager who reports to the Executive Director.

The Finance Manager operates with a staff consisting of:

- a. Accounts Receivable Clerk

- b. Accounts Payable Technician
- c. Purchasing Technician

Rent collections are administered by the Accounts Receivable Clerk, as directed by the Finance Manager. Monthly, the Occupancy Specialist issues an updated rent roll with changes and files same with the Finance Manager no later than the last business day of the month. Following review and approval, the Finance Manager posts the subsequent month's rent roll and other charges to tenants' accounts. Accounts Receivable Clerk posts all receivables and prints monthly statements. Accounts Receivable Clerk works with Property Manager on collection related matters and provides monthly report to Finance Manager and Executive Director on status of accounts.

The Finance Manager establishes monthly rent collection date(s) at project site and Accounts Receivable Clerk opens rent collections office on designated date for collection at designated and posted times. Upon receipt of funds, statement is marked paid and returned to tenant.

Accounts Receivable Clerk prepares deposit and makes deposit day of collection and posts tenant's analytical account and daily statement of operations within 24 hours of collection of receipts. Bank deposits may be made in night deposit.

Tenants who do not pay charges, fees on designated rent collection day may pay at main office of Authority, 8:30 A.M. to 5:00 P.M. Monday-Friday, except legal holidays.

Partial payments will be accepted; however, payment in full is expected. A thirteen dollar (\$13.00) late charge will be added to tenant's account after 13th of the month if rent is not received in full and a ten dollar late charge will be posted to tenant's account for returned checks.

Tenants who pay rent and charges after the first of the month shall be notified as being late and tenants who have not paid rent by the 20th of the month, having been afforded a hearing, will be placed into court for an eviction unless the hearing or other information or activity precludes that action as determined by the Property Manager or Executive Director.

Procurement for Nancy J. Elkis Senior Housing will be conducted by the applicable Authority staff in accordance with the Procurement Policy of the HAGC.

Routine purchases for maintenance and repair of the building fixtures and equipment will be arranged by the Property Manager consistent with the Procurement Policy.

Routine accounts payable shall be approved by the Property Manager and administered by the Finance Manager and Accounts Payable Clerk. The Contracting Officer shall approve certain purchases prior to issuance of purchase order per Procurement Policy.

Non-routine purchases, such as replacement of equipment, betterments and additions to plant and equipment shall have the prior approval of the Executive Director, and subject to availability of funds.

Accounting shall conform to the requirements of generally accepted accounting practices as revised and updated or replaced from time to time.

All Accounts Payable will be vouched in manner prescribed by the Procurement Policy, Administrative Procedure and Finance Manager will prepare monthly bill list, with check number, payee, service and amount claimed and presented to HAGC Board for review.

Routine payables of a timely nature may be paid on an interim bill list and include, but not limited to: utility bills, travel activities for official travel, interfund transfers, payroll, payroll taxes, health benefits, pension fund payment, union dues and similar payables.

Apportionment of costs shall be consistent with the apportionment plan as approved by the Executive Director. The Finance Manager shall charge all accounts and post all payables.

Monthly, the Finance Manager shall reconcile all accounts and provide reconciled data and cash disbursement lists, with account charges and other data as required to the Fee Accountant.

- **FEE ACCOUNTANT**

The HAGC will maintain a Fee Accountant to administer the General Ledger, and such subsidiary ledgers as may be required including a tenant analytical ledger. The Fee Accountant shall post the general ledger, subsidiary ledgers and tenants analytical ledger monthly and present same at a monthly meeting of the HAGC Board with a balance sheet, monthly budgetary statement and financial analysis. Copies of all reports shall be filed with the general partner, PMURC, LLC, on a monthly basis.

All financial records will be retained for five (5) years.

Records requested by applicable governmental representatives will be made available upon request.

Executive Director, Fee Accountant and Finance Manager meet as required monthly to resolve financial matters.

A year end financial statement/general ledger will be provided by Fee Accountant to Executive Director and I.P. Auditor within 45 days following end of project fiscal year.

### **AUDIT**

The Executive Director shall request proposal for independent audit of the Nancy J. Elkins Seniors Housing and the Pop Moylan Urban Redevelopment Company, LLC. Annually, upon selection of the IPA, a contract for audit shall be awarded to a responsible firm submitting proposal. The scope of the audit shall be consistent with federal and state regulations as revised from time to time.

HAGC staff and Fee Accountant staff shall cooperate with Auditor to conclude audit in earliest practical time.

The PMURC, LLC, shall cause the completed Audit to be filed with applicable governmental entities following approval of the PMURC, LCC, of the Audit Committee of the LLC and/or HAGC Audit Committee.

The PMURC, LLC, shall prepare and file annual tax returns to federal and state governments as prepared by the Fee Accountant and as may be required by law.

The PMURC, LLC, and Executive Director shall take action to correct any audit finding. Progress in correcting audit findings shall be reported to PMURC, LCC, and HAGC, as

requested.

### **TENANT RELATIONS**

- a. **Tenant grievances will be handled on an individual basis. Management will be instructed to be receptive to each tenant's complaint and to take affirmative steps to help the resident recognize the fact that management is aware of tenant's problem or concern and the interests of the tenant. Meetings between management and tenant, as well as any tenant organizations, will be held, if necessary.**
- b. **Tenant requests for services will be accepted courteously and in a friendly manner. All reasonable requests will be recorded and promptly and efficiently addressed by management. Primary responsibility for addressing tenant requests is vested in the Building Superintendent. Oversight will be conducted by the Property Manager and Executive Director as required.**
- c. **The lease used shall meet with the approval of N.J. Tenancy law and governmental regulations as revised from time to time. The form of lease shall not be unnecessarily punitive and shall be consistent with federal law and N.J. law.**
- d. **The PMURC, LLC, and the HAGC encourage the formation of tenant's organizations and a tenant council. Management staff shall meet with tenant's organization and their duly elected representatives from time to time to deal with matters of concern as expressed to tenants and engage in resident education and community interaction.**

### **SOCIAL SERVICES**

**To the extent financially feasible, the HAGC will operate a Congregate Services Program offering meals, housekeeping needs and personal care and other extended services to qualified tenants on a fee for services basis, with subsidies as are available to aid in reduced tenant cost. The Congregate Services Coordinator shall be responsible for the Congregate Services Program.**

**The program, as administered, shall conform to Congregate Program rules promulgated by the N.J. Dept of Community Affairs.**

**Supplemental activities shall include a monthly newsletter, menu, craft activities, guest speakers, entertainment and social events.**

**In addition, tenants are encouraged to utilize the services of Visiting Homemaker, Visiting Nurses, Dept of Aging, Senior Citizen Meals Program, Food Stamps, Transportation services (shuttle bus) and related services.**

**The Social Service program will cover all the common needs of the elderly. Food, nutrition, transportation, health care and personnel relations.**

**A Tenants' Social Service Committee will be organized to work with management as a volunteer organization, bringing needs of tenants to management's attention and as a voice means of advising tenants of programs available.**

**ADMINISTRATIVE POLICY**

**The Administration of Nancy J. Elkins Seniors Housing shall be consistent with the rules and regulations established by the applicable governmental bodies. In the absence of specific rules or matters not addressed in the Management Plan, the policies of the Housing Authority of Gloucester County as adopted by the Board of Commissioners of the HAGC shall prevail.**

**BY: \_\_\_\_\_**  
**Samuel V. Hudman, Executive Director**

**DATE: \_\_\_\_\_**