

Property Management Staffing Best Practices for Properties with PSH Units

POPULATIONS: Defined as At-Risk, Chronic Homeless, Transitioned Aged Youth and IDD
 SERVICES PROVIDED: Defined as Case Management, Medical Services, Peer Support

Title	Position Responsibilities	BEST PRACTICES RECOMMENDATION FOR FTE PER 75 UNITS + POPULATION AND COMPLEXITY FACTOR								Comments
		Baseline LHTC Property FTE/ 75 units	POPULATION			COMPLEXITY				
			15 - 25 % PSH set aside	35 - 65 % PSH set aside	100 % PSH set aside	Acuity (COC referrals)	Multi-regulatory Programs	GEO Location	Community Engagement	
Community Manager (Senior Property Manager); Property Manager (I / II); Resident Manager; Senior Community Manager; General Manager; Assistant General Manager; Floating Property Manager; Area Property Manager	Oversee operations and site staff Partner with local community groups Collection/posting of rents Oversee budgets/financials Customer service related activities Compliance related activities	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	At 35% plus PSH Senior Manager recommended; at 50%+ PSH alternate skill set recommended
Asst. Community Manager Assistant Manager	Process resident verification Compliance related activities Coordinate maintenance inspections Handle resident emergency preparedness Handle delinquency	0.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	2 ORGs hire a ACM for baseline
Leasing Agent Resident Administrator; Property Administrator; Occupancy Specialist	Assist with lease-up process Approve move-in files Assist with compliance file audits Maintain compliance knowledge/certifications	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	central/roving teams - sizing fluctuates with size and set aside
Desk clerks / Security Community Coordinator	Greet and screen visitors Prepare/distribute correspondence Enforce community policies Monitor security camera	0.0	3.0	4.6	4.6	4.6	4.6	4.6	4.6	If less than 4.6 FTE then supplement with security nights and weekends
Maintenance Manager Maintenance Supervisor; Maintenance Lead		0.0	0.0	1.0	1.0	1.0	1.0	1.0	1.0	Mult site role
Maintenance Tech Maintenance Trainee; Maintenance Tech I	Lesser skill set than MT I Assist with MT I duties Performs janitorial and groundskeeping duties	1.0	2.0	2.0	2.0	1.5	1.0	2.0	1.0	
Maintenance Tech Maintenance Tech II / III	Inspections of properties Asset inventory of equipment Work orders/unit turns Vendor relations									
Janitor Custodian; Housekeeper; Groundskeeper	Performs sweeps, vacuums, cleans Removes trash, groundskeeping, etc.	1.0	1.0	1.0	2.0	2.0	1.0	1.0	1.0	Or contracted out
Total		3.0	8.0	10.6	11.6	11.1	9.6	10.6	9.6	