



Committed to the future of rural communities.

**United States Department of Agriculture
Rural Development
Iowa State Office**

January 24, 2013

SUBJECT: 2013 Site Manager of the Year Contest

TO: All Multi-Family Housing Borrowers/Managers

I know you will agree with me that USDA Rural Development's Section 515 and Section 514 rental housing site managers guarantee the success of these complexes. They 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. Although these managers would do their jobs regardless of whether they received recognition, I believe that we as management industry professionals should do whatever we can to let them know we appreciate their efforts. They deserve recognition for their outstanding work, and for this reason, we are sponsoring a program to recognize the best Rural Development site manager in Iowa. I hope that you might be able to join me in this important program by nominating someone you consider to be an outstanding site manager.

Please use the attached form to nominate your site manager. You will note the form asks you to comment on four factors:

- The level of tenant satisfaction with the manager
- The curb appeal of the manager's property
- Compliance with rural development's regulations
- The manager consistently doing more than what the job requires

Make your presentation as complete as possible. 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. **Submit the nomination package no later than April 15, 2013 to:**

USDA Rural Development
Attn: Housing Programs
210 Walnut, Rm 873
Des Moines, IA 50309

After we receive the nominations, we will use the following process to choose the best site manager in Iowa:

- Three judges are assigned to the program
- Each judge will evaluate all entries independently
- Entries will be awarded 0 to 4 points on the following 7 criteria, for a possible 28 points from each judge
 1. Appearance and organization of overall packet
 2. Tenant satisfaction
 3. Curb appeal
 4. Compliance with RD Regulations
 5. Actions above and beyond what is expected
 6. Letters from tenants or others
 7. Photographs
- After each judge has scored all the entries, the three scores are added together and the highest composite score wins. If winning scores are tied, the State Director will judge as the tie breaker.

210 Walnut Street, Room 873 · Des Moines, IA 50309
PHONE: 515-284-4663 · FAX: 515-284-4859 · TDD: 515-284-4858 · www.rurdev.usda.gov/ia

USDA is an equal opportunity provider, employer and lender.
**To file a complaint of discrimination write USDA, Office of Civil Rights, 1400 Independence Avenue, SW,
Washington, DC 20250-9410 or call 800-795-3272 (voice) or 202-720-6382(TDD).**

We will present a plaque of recognition to the winner at a ceremony in the local community. We also hope to encourage the press in recognizing the exceptional efforts of the winning manager as well as all of our other great managers.

I hope that you will make the necessary effort to complete the enclosed nomination form. I can assure you that it will be worth your time.

Sincerely,

A handwritten signature in blue ink, appearing to read 'WILLIAM J. MENNER', with a long horizontal flourish extending to the right.

WILLIAM J. MENNER
State Director

Enclosure

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

Please address the following criteria in the space provided. Remember, keep your answers short and to the point; 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 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 manager makes on their behalf and on the behalf of the housing complex? How do you know? Include photographs. Attach the following:
- ___ Letters commenting on the site manager's accomplishments from Congressmen or other officials or tenants.
- ___ II. **Curb Appeal.** Is the property attractively maintained and landscaped? If applicable, you may wish to discuss particular actions the 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 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 activities sponsored by site manager.
 - ___ Copies of publications (such as newsletters) initiated and maintained for the residents by the site manager.
 - ___ Newspaper articles depicting site manager's care of tenants and property.
 - ___ Articles or letters showing site manager involvement in the community.
 - ___ Manager helps residents obtain additional services.

Section I – III - Completed By: _____

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 noncompliance 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: _____