EXHIBIT D

Management Questionnaire

Applicants should provide responses to each question below and write an introductory narrative that explains Applicants' approach to property management as it relates customer service, operations, communications to residents, and reporting to NYCHA. (6 Pages Max)

Management Operations & Staff

1. What are the hours of operation for property management? Location(s)?
2. What options are available for residents to contact property management staff (Drop-in office, telephone #, email, "after hours" contact information)?
3. What is your property management staffing structure (organizational chart)?
4. What are the anticipated staffing levels and roles for our development (X Property Manager, X Superintendent, X Management Staff, X Maintenance Workers, X "handymen", X Grounds Keepers, X Caretakers, etc.)?
5. What resources are available to provide residents with assistance in completing necessary housing related documents and other general housing issues?
6. Are computers available for tenant use in property management offices to complete interim and annual recertifications?
7. What languages do tenant facing management staff speak? How does property management staff ensure residents are assisted in their preferred language?
8. Across your portfolio, how many units does a property manager typically oversee? Superintendent?
9. Across your portfolio, what is the ratio of maintenance staff to units?
10. How does management capture resident feedback?
11. How does management staff identify and address security concerns? Please include any helpful details from your security plan.
12. What procedures are in place to address disagreement and conflict between neighbors?
13. How do you envision property management staff working with the resident association?
14. Do you require property managers and superintendents to attend resident association meetings?
15. What is your complaints procedure?
16. What steps do property management staff take to work with residents that have: (1) rental arrears and (2) hoarding and upkeep Issues?
17. How do you help residents build credit through making rent payments?
18. Please detail how you have collaborated with social service organizations to provide service coordination and case management to residents? What kinds of services have you been able to provide?
19. What COVID-19 protocols do you have in place?
20. What is the property management's team approach to providing required reporting to NYCHA?

21. How are questions or issues raised by elected officials, reporters, or other key stakeholders handled within your organization? Please describe any plans for proactive or ongoing communications with local stakeholders.
22. Please describe the property management team's approach to providing NYCHA with the required monthly reporting, and proposed staff that will be involved.
23. Please describe your approach to managing any commercial spaces that may be included in the project.

Repairs & Maintenance

1. How can residents request maintenance service (e.g., Hotline, Website, In-person, App)?
2. What are the hours of operation for maintenance staff?
3. What is your work order process, and what systems do you have to support it?
4. What does your internal maintenance dashboard look like?
5. How do you update residents about maintenance repairs?
6. How are repair dates selected?
7. How quickly can residents expect a repair to take on average, from initial report to completion?
8. What processes are in place for quality assurance?
9. Across your portfolio, what is your average work order completion time?
10. Please share a sample cleaning and maintenance schedule.
11. How are residents informed of scheduled and unscheduled outages (heat and hot water, elevators, etc.)?
12. What is management's process for responding to unexpected or emergency events, and how do they intend to communicate with residents in the event of an emergency?