

Communities of Quality®

NATIONAL RECOGNITION APPLICATION PROCESS

Who may apply: The National Recognition program is open to any multifamily affordable housing property in the country that meets a defined set of criteria (see within). Applicants who score exceptionally high in the National Recognition program will be eligible to compete for the coveted, annual national COQ Awards. Properties may apply anytime during the calendar year by submitting the COQ application and required back-up documentation to a state, local or regional Affordable Housing Management Association (AHMA). To find a local AHMA, see www.nahma.org.

"Affordable" is defined as a property participating in a government funded, insured or otherwise sponsored program that results in rents that are below market-rate housing.

Where to Apply: Properties submit COQ National Recognition program applications to the closest (geographically) AHMA, or the AHMA to which they belong, along with the registration fee. The AHMA reviews the application to ensure it is complete (and requests additional information from the property if needed). The AHMA forwards the reviewed application to NAHMA. In reviewing the applications, the AHMAs abide by confidentiality, conflict of interest, and other standards of conduct established for the program.

Application Review: NAHMA reviews the application and determines whether it meets the established Community of Quality National Recognition criteria. Properties that meet the criteria are entered into a COQ program database and receive the following benefits:

- A congratulations letter and certificate
- A draft press release for use with local media
- A free subscription to *NAHMA News* (a \$100 value)
- A listing under the National Registry of Communities of Quality on NAHMA's website
- A brochure offering a variety of COQ logo materials available for purchase for local marketing efforts (such as banners, golf shirts, coffee mugs, etc.)

Properties not meeting the criteria receive a letter encouraging them to try again, with recommendations on areas on which they should focus.

Registration Fee: The registration fee is \$150 per property for members of NAHMA or an AHMA, and \$325 per property for non-members.

Recognition Renewals: National Recognition as a Community of Quality is valid for two years only. Program participants will be invited by NAHMA to renew their application every two years, and pay a renewal fee to maintain their ongoing benefits (per above). Properties that continue to meet the COQ criteria will have their records updated in the COQ program database and will be notified that their COQ designation is valid for another two years. The renewal fee is \$100 per property for members of NAHMA or an AHMA, and \$225 for non-members. It is important to note that the renewing property does not submit the entire COQ application again. Only the one page renewal application needs to be completed. However, the renewal application and accompanying renewal fee are due to NAHMA no later than June 30 of the renewal year; properties not meeting the June 30 renewal deadline will be removed from the National COQ Registry, and will need to re-submit a newly completed original (complete) application to participate again in the future.



NAHMA

APPLICATION
COMMUNITIES OF QUALITY NATIONAL
RECOGNITION AND AWARDS PROGRAM

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FROM RECOGNITION TO AWARD

Properties that apply for the National Recognition program and that meet a designated point total (325 points) automatically qualify to participate (free) in the next annual COQ Awards competition to be held by its AHMA and NAHMA.

NAHMA sends applications for the COQ Awards competition to eligible Recognition Program participants. When the property owner or manager is notified, he/she is asked to provide any additional awards program materials that might be needed for the judging process. To conduct the judging, NAHMA assembles an independent panel of representatives from the affordable housing arena, including government, academia and trade associations. COQ Awards are made in each of the following five categories:

- 1) Exemplary Family Development
- 2) Exemplary Development for the Elderly
- 3) Exemplary Development for Residents with Special Needs
- 4) Exemplary Development for Single Room Occupancy Housing
- 5) Outstanding Turnaround of a Troubled Property

Properties that receive both National Recognition and a COQ Award receive all of the benefits listed above. In addition, they receive:

- Recognition at an AHMA awards ceremony
- Recognition at NAHMA's annual COQ luncheon
- A crystal award
- Inclusion in a press release distributed by NAHMA to national media and trade press
- Inclusion in a detailed article on award winners in *NAHMA News*
- Inclusion in information NAHMA disseminates about best practices in the industry
- Free copy of the Best Practices report developed based on analysis of award winners

This prestigious competition helps create a consistent message across the country about the quality of affordable housing. Becoming a Communities of Quality Award winner remains the symbol of accomplishment in the affordable housing industry.

For more information about the National Recognition Program or the COQ Awards, please visit NAHMA's website at www.nahma.org.

COQ CORPORATE DESIGNATION FOR COMPANIES

Management companies that have a certain percentage of their property portfolio with the COQ National Recognition qualify for the Communities of Quality Corporate Designation. This designation was created specifically to honor management companies that successfully maintain a majority of their properties to the high standards of the COQ National Recognition program. Earning this COQ corporate designation is truly an outstanding accomplishment, and it publicly declares that these companies are among the finest managers of affordable multifamily housing in the industry. Details for qualification can be found on the NAHMA website at www.nahma.org.

LIABILITY DISCLAIMER: The Communities of Quality® (COQ) National Recognition and Awards Program administered by the National Affordable Housing Management Association (NAHMA), and its state, local and regional affiliated organizations (AHMAs) is an initiative that confers recognition to affordable multifamily rental housing properties that meet the COQ recognition and award criteria developed through a broad-based consensus approach by the NAHMA and AHMA membership. NAHMA and the AHMAs do not assume and hereby disclaim any and all liability to any person or entity for any claims, damages, liability or other loss including, without limitation, any liability for injury or other damage resulting from any use of or reliance on the information provided through the COQ National Recognition and Awards Program. NAHMA and the AHMAs do not make any express or implied warranties, representations or endorsements whatsoever, or in any way, regarding the properties listed as COQ National Recognition or Award Winners.

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The criteria and points for scoring for the Communities of Quality® National Recognition Program are outlined on the following pages. To earn National Recognition, a property must meet the minimum required point total of each of the six categories, as well as earn an overall total minimum of 225 points. (200 points for properties 49 units or less)

PLEASE TELL US ABOUT THE APPLICANT (Please print)

Name of Property _____
Address _____
City _____ State _____ Zip _____
Property Manager _____
Entry Contact and Title _____
Phone _____ Fax _____
Email _____

Management Company _____
Address _____
City _____ State _____ Zip _____
Property Manager _____
Entry Contact and Title _____
Phone _____ Fax _____
Email _____
Management company is a non-profit entity for-profit entity.

Property Owner _____
Address _____
City _____ State _____ Zip _____
Property Manager _____
Entry Contact and Title _____
Phone _____ Fax _____
Email _____
Property owner is a non-profit entity for-profit entity.

PLEASE TELL US ABOUT THE PROPERTY The following information is required in all categories:

Type of financing or subsidy (list all) _____
Number of units _____ Age of property (List year) _____
Type of housing (i.e., garden-style, high-rise) _____
Number of children _____ adults/families _____ seniors _____ disabled _____
Check one: Rural Suburban Urban
Please identify your AHMA _____

ADDITIONAL DEMOGRAPHIC INFORMATION

- 1. Does the applicant have a response-time goal for addressing maintenance and repair items? yes no
- 2. Does the applicant track frequency of police or fire calls? If yes, what is the current frequency of each (expressed as number of calls per month)? _____ yes no
- 3. Does the applicant survey residents to determine customer satisfaction levels? yes no
If yes, is this done regularly? yes no
How often? _____
Would you be willing to share a sample of your survey and/or the survey results? yes no
- 4. Are there any other criteria or practices not listed in this application which you believe contribute to the quality of life in your community? If yes, please list on page 8. yes no

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CATEGORY 1: INSPECTIONS

(80 minimum points required to satisfy this category; of this total, 50 minimum points are required in physical inspections, and 30 in other inspections)

A. Physical Inspections (ATTACH COPY OF MOST RECENT WRITTEN REPORT)

1. If subject to REAC, a REAC score of 80 to 89 points on the most recent inspection
2. If subject to REAC, a REAC score of 90 to 95 points on the most recent inspection
3. If subject to REAC, a REAC score of 96 to 100 points on the most recent inspection
4. Physical inspection by a third-party entity (for example, tax credit monitoring agency, lender, syndicator, etc.) with finding of "excellent" or "well-maintained" or similar
5. Physical inspection by a third-party entity with finding of "pass" or "satisfactory" or "no findings" or similar

Physical Inspections—Subtotal

B. Other Inspections/Findings (ATTACH COPY OF MOST RECENT WRITTEN REPORT)

1. Management review (HUD form 9834) with finding of "superior" or very few findings (i.e., less than 5% of units, files, etc.)
2. Management review (HUD form 9834) with finding of "above average" or very few findings (i.e., less than 5% of units, files, etc.)
3. Management review (HUD form 9834) with finding of "satisfactory" or very few findings (i.e., less than 10% of units, files, etc.)
4. State management or "operations" review with finding of "superior" or "excellent" or very few findings (i.e., less than 5% of units, files, etc.)
5. State management or "operations" review with finding of "pass" or "satisfactory" or very few findings (i.e., less than 10% of units, files, etc.)
6. Mortgage company management or "operations" review with finding of "superior" or "excellent" or very few findings (i.e., less than 5% of units, files, etc.)
7. Mortgage company management or "operations" review with finding of "pass" or "satisfactory" or very few findings (i.e., less than 10% of units, files, etc.)
8. Tax credit monitoring agency management or "operations" review with finding of "superior" or "excellent" or very few findings (i.e., less than 5% of units, files, etc.)
9. Tax credit monitoring agency management or "operations" review with finding of "pass" or "satisfactory" or very few findings (i.e., less than 10% of units, files, etc.)

Other Inspections/Findings—Subtotal

INSPECTIONS CATEGORY—TOTAL

SCORE	
NO. OF COQ POINTS POSSIBLE FOR MEETING CRITERION	NO. OF COQ POINTS EARNED BY APPLICANT
50	
55	
60	
60	
50	
MINIMUM REQUIRED: 50 MAXIMUM SCORE: 60	
40	
35	
30	
40	
30	
40	
30	
40	
30	
MINIMUM REQUIRED: 30 MAXIMUM SCORE: 80	
MINIMUM REQUIRED: 80 MAXIMUM SCORE: 140	

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CATEGORY 2: FINANCIAL MANAGEMENT

(10 minimum points required to satisfy this category)

1. Financial review or audit by a certified independent auditor with no findings (include copy of management letter only)
2. Replacement reserves fully funded according to HUD guidelines or pro forma commitment or other relevant standard (as documentation, include a certified letter from an appropriate authority, i.e., auditor, contract administrator, other monitoring agency, etc.)
3. Replacement reserves 90% funded according to HUD guidelines or pro forma commitment or other relevant standard (as documentation, include a certified letter from an appropriate authority, i.e., auditor, contract administrator, other monitoring agency, etc.)
4. Overall rent collection rate of 90% or better on an annual basis (as documentation, include a certified letter from an appropriate authority, i.e., auditor, contract administrator, other monitoring agency, etc.)
5. On-time rent collection rate of 80% or better on an annual basis (as documentation, include a certified letter from an appropriate authority, i.e., auditor, contract administrator, other monitoring agency, etc.)

SCORE	
NO. OF COQ POINTS POSSIBLE FOR MEETING CRITERION	NO. OF COQ POINTS EARNED BY APPLICANT
20	
20	
10	
10	
10	
MINIMUM REQUIRED: 10 MAXIMUM SCORE: 50	

FINANCIAL MANAGEMENT CATEGORY—TOTAL

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CATEGORY 3: EMPLOYEE CREDENTIALS

(20 minimum points for large properties and 10 minimum points for small properties required to satisfy this category; points awarded for each credential for each manager)

A. NAHMA Credentials

For each staff member (affiliated with the property) having the following NAHMA designations, 5 or 10 points are awarded for each credential. ("Affiliated with the property" is defined as a staff person who does some work on behalf of the property [on-site or off-site] that directly impacts the operation or management of that property in some way.)

CPO (generally, staff with CPO designations have operational-level impact at a property)

FHC (generally, staff with FHC designations have operational-level impact at a property)

SHCM (generally, staff with SHCM designations have either operational-level or management-level impact at a property)

NAHP (generally, staff with NAHP designations have operational-level or management-level impact at a property)

NAHP-e (generally, staff with NAHP-e designations have management-level impact at a property)

B. Other Credentials

For each staff member (affiliated with the property; same definition as above) having the following other designations offered by a national affordable housing industry association or organization, points are awarded for each.

RAM

ARM

CAM

CPM

COS

AHM

CAMT

C3P

S.T.A.R.

Other (specify credential and granting body)

EMPLOYEE CREDENTIALS CATEGORY—TOTAL

*PROPERTIES WITH 49 UNITS OR LESS REQUIRE A MINIMUM OF 10 POINTS

	SCORE	SCORE
NO. OF COQ POINTS POSSIBLE FOR MEETING CRITERION	NO. OF COQ POINTS EARNED BY APPLICANT (FOR PROPERTIES WITH 50 UNITS OR MORE)	NO. OF COQ POINTS EARNED BY APPLICANT (FOR PROPERTIES WITH 49 UNITS OR LESS)
5 POINTS EACH CREDENTIAL EACH MANAGER		
5 POINTS EACH CREDENTIAL EACH MANAGER		
5 POINTS EACH CREDENTIAL EACH MANAGER		
10 POINTS EACH CREDENTIAL EACH MANAGER		
10 POINTS EACH CREDENTIAL EACH MANAGER		
3 POINTS EACH CREDENTIAL EACH MANAGER		
3 POINTS EACH CREDENTIAL EACH MANAGER		
3 POINTS EACH CREDENTIAL EACH MANAGER		
4 POINTS EACH CREDENTIAL EACH MANAGER		
3 POINTS EACH CREDENTIAL EACH MANAGER		
3 POINTS EACH CREDENTIAL EACH MANAGER		
3 POINTS EACH CREDENTIAL EACH MANAGER		
3 POINTS EACH CREDENTIAL EACH MANAGER		
3 POINTS EACH CREDENTIAL EACH MANAGER		
3 POINTS EACH CREDENTIAL EACH MANAGER		
3 POINTS EACH CREDENTIAL EACH MANAGER		
*MINIMUM REQUIRED: 20 MAXIMUM SCORE: 70		

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CATEGORY 4: PROGRAMS AND SERVICES

(45 minimum points for large properties and 30 minimum points for small properties required to satisfy this category)

A. Resident Programs/Services

In the blank spaces below, please list resident programs and services provided, such as educational programs, e.g., tutoring, English as a second language, etc.; Junior Achievement; parenting classes; arts and crafts; exercise and dance classes, etc. Please provide copies of flyers or brochures of programs listed. *(Please note: If more room is needed than provided here, please list additional programs/services on page 8 or on a separate paper. A maximum of 50 points will be awarded for this section.)*

Program/Service 1:

Program/Service 2:

Program/Service 3:

Program/Service 4:

B. Optional Programs/Services

Please list additional (optional) programs and services that are provided. Please provide copies of flyers or brochures of programs listed. *(Please note: If more room is needed than provided here, please list additional programs/services on page 8 or on a separate paper. A maximum of 30 points will be awarded for this section.)*

Neighborhood Networks

Service Coordinator

Staff participation in community or volunteer activities, including charitable, trade or professional organizations as well

Other Computer Training/Computer Center or Curricula Offered

Other Program/Activity Coordinator

PROGRAMS/SERVICES CATEGORY—TOTAL

*PROPERTIES WITH 49 UNITS OR LESS REQUIRE A MINIMUM OF 30 POINTS

	SCORE		
	NO. OF COQ POINTS POSSIBLE FOR MEETING CRITERION	NO. OF COQ PTS. EARNED BY APPLICANT (PROPERTIES WITH 50 UNITS OR MORE)	NO. OF COQ PTS. EARNED BY APPLICANT (PROPERTIES WITH 49 UNITS OR LESS)
5 POINTS FOR EACH PROGRAM OR SERVICE PROVIDED (UP TO MAXIMUM 50 POINTS)			
5			
5			
5			
5			
5 POINTS FOR EACH PROGRAM OR SERVICE PROVIDED (UP TO MAXIMUM 30 POINTS)			
5			
5			
5			
5			
5			
*MINIMUM REQUIRED: 45 MAXIMUM SCORE: 80			

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CATEGORY 6: PHOTOGRAPHS AND REPORTS

(60 minimum points required to satisfy this category)

Please note: All photographs and the entry materials become the property of NAHMA.

A. Required Photos/Reports

1. Required Photographs

Submit 6 to 12 color or black and white photographs of the property taken in the last 12 months (4x6, 5x7 or 8x10) and include captions that describe the property. Photocopies or magazine reprints will not be considered. Online photos are accepted. Please provide URL.

2. Required Reports

Submit reports and/or examples as requested under each category, including:

- The latest HUD/RHS, HFA/LIHTC or other physical, management and/or occupancy reports
- To support your financial assessments, please provide a copy of your auditor's management letter, or a certified letter from an appropriate authority, i.e., auditor, contract administrator, etc. (Financial statements, audits, 990s, etc., may be included but are not mandatory.)

Required Photos/Reports—Subtotal

B. Optional Photos/Reports

Submit examples of citations, awards, newspaper articles, etc. (Please note: A maximum of 4 examples may be submitted, for a maximum total of 20 points for this section.)

PHOTOS/REPORTS CATEGORY—TOTAL

SCORE	
NO. OF COQ POINTS POSSIBLE FOR MEETING CRITERION	NO. OF COQ POINTS EARNED BY APPLICANT
30	
30	
REQUIRED SCORE: 60	
5 POINTS FOR EACH EXAMPLE (UP TO MAXIMUM 20 POINTS)	
MINIMUM REQUIRED: 60 MAXIMUM SCORE: 80	

SUMMARY OF POINT TOTALS

	MINIMUM (PROPERTIES WITH 49 UNITS OR LESS)	MINIMUM (PROPERTIES WITH 50 UNITS OR MORE)	MAXIMUM	POINTS EARNED
Category 1	80	80	140	
Category 2	10	10	50	
Category 3	10	20	70	
Category 4	30	45	80	
Category 5	10	10	30	
Category 6	60	60	80	
Grand Total Earned Points				
<small>Properties with 49 units or less need a minimum score of 200 to qualify for the COQ designation. Properties with 50 units or more need a minimum score of 225 to qualify for the COQ designation. All properties need a score of 325 to qualify for the COQ awards competition.</small>				

