# NAHMA Logo Communities of Quality Logo

# Communities of Quality®

## National Recognition and Awards Program

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**

**Name of Property:**

Street Address/City/State/Zip:

Entry Contact and Title:

Phone:

Fax (if applicable):

Email:

**Name of Property Management Company:**

Street Address/City/State/Zip:

Contact and Title:

Phone:

Fax (if applicable):

Email:

**Name of Property Owner:**

Street Address/City/State/Zip:

Contact and Title:

Phone:

Fax (if applicable):

Email:

**PLEASE TELL US ABOUT THE PROPERTY**

Type of financing or subsidy (list all):

Number of units:

Age of property:

Style or type of housing (e.g. garden-style, high-rise, single-room occupancy):

Resident focus – is the property focused on one of the following demographics:

 Family Seniors Special Needs Other (please specify) None

Check one: \ Rural Suburban Urban

**Please identify your AHMA:**

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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) | **SCORE** |
| **A. Physical Inspections** (ATTACH COPY OF MOST RECENT WRITTEN REPORT SUPPORTING SCORE, or see instructions for submitting the self-certification form provided at number 3a below.) | NO. OF COQ POINTS POSSIBLE FOR MEETING CRITERION | NO. OF COQ POINTS EARNED BY APPLICANT |
| **1. Properties subject to REAC (NSPIRE properties may report the most recent REAC inspection score prior to entering the NSPIRE demonstration)** |  |
| REAC score of 80 to 89 points on the most recent inspection | **50** |  |
| REAC score of 90 to 95 points on the most recent inspection | **55** |  |
| REAC score of 96 to 100 points on the most recent inspection | **60** |  |
| **2. Physical inspection by a third-party entity (for example, tax credit monitoring agency, lender, syndicator, etc.)** |  |
| Rated as “excellent” or “well-maintained” or similar | **60** |  |
| Rated as “pass” or “satisfactory” or “no findings” or similar | **50** |  |
|  |  |
| **3. Properties in affordable programs (may include LIHTC, Rural Housing, Bond, Home properties, etc.) not subject to inspection types 1 & 2 above must provide the following:**1. The self-certification form on page 15 of this application, signed by a senior officer in the management company who holds a NAHMA certification (see pages 6-7 of this application for a list of NAHMA certifications)
2. Six to 12 current photographs that show building exteriors, common areas (laundry rooms, community rooms, etc.), a sample of unit interiors, grounds, playgrounds, pool and parking areas (see Category 6)
 | **50** |  |
| **Physical Inspections – Subtotal**  | Minimum Required: 50MaximumScore: 60 |   |

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| **B. Other Inspections/Findings** (ATTACH COPY OF MOST RECENT WRITTEN REPORT, or see instructions for submitting the self-certification form provided at number 4 below.) |
| **1. Properties subject to HUD/PBCA/CA Management and Occupancy Review (MOR) - HUD form 9834**  |  |
| Rating of “superior”  | **40** |  |
| Rating of “above average”  | **35** |  |
| Rating of “satisfactory”  | **30** |  |
| **2. State or Local agency or third-party monitoring agency “operations” review for other affordable programs (may include LIHTC, Rural Housing, Bond, Home properties, etc.) or other state or local monitored program** |  |
| Rating of “superior” or “excellent”  | **40** |  |
| Rating of “pass” or “satisfactory”  | **30** |  |
| **3. Mortgage company review of management or operations** |  |
| Rating of “superior” or “excellent”  | **40** |  |
| Rating of “pass” or “satisfactory”  | **30** |  |
|  |  |
| **4. Properties in affordable programs not subject to inspection types 1, 2, or 3 above (may include LIHTC, Rural Housing, Bond, Home properties, etc.) must provide the following** The self-certification form on page 15 of this application, signed by a senior officer in the management company who holds a NAHMA certification (see pages 6-7 of this application for a list of NAHMA certifications). | **30** |  |
| **Other Inspections/Findings – Subtotal**  | Minimum Required: 30Maximum Score: 80 |  |
| **INSPECTIONS CATEGORY –** **TOTAL**  | Minimum Required: 80Maximum Score: 140 |  |

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| **CATEGORY 2 – FINANCIAL MANAGEMENT** (10 minimum points required to satisfy this category) | **SCORE** |
| NO. OF COQ POINTS POSSIBLE FOR MEETING CRITERION | NO. OF COQ POINTS EARNED BY APPLICANT |
| 1. Replacement reserves fully funded according to HUD, RD or other appropriate federal, state or local agency guidelines or pro forma commitment or other relevant standard Statement of proof:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **20** |  |
| 2. Replacement reserves 90% funded according to HUD, RD or other appropriate federal, state or local agency guidelines or pro forma commitment or other relevant standard Statement of proof:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **10** |  |
| 3. Overall rent collection rate of 90% or better on an annual basis Statement of proof:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **10** |  |
| 4. Bonus: Financial review or audit by a certified independent auditor with no findings (include copy of management letter only) | **20** |  |
| **Financial Management Category – Total** | Minimum Required: 10Maximum Score: 50 |  |

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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 staff member) | **SCORE** |
| A. NAHMA CredentialsFor each staff member (affiliated with the property) having the following NAHMA designations, 5, 10 or 15 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.) | 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) |
| **CPO** (generally, staff with CPO designations have operational-level impact at a property) | **5 points** each credential each Staff member |  |  |
| FHC (generally, staff with FHC designations have operational-level or management-level impact at a property) | **5 points** each credential each Staff member |  |  |
| **SHCM** (generally, staff with SHCM designations have either operational-level or management-level impact at a property) | **5 points** each credential each Staff member |  |  |
| CGPM (generally, staff with CGPM designations have either operational-level or management-level impact at a property) | **5 points** each credential each Staff member |  |  |
| **BCD** (generally, staff with BCD designations have either operational-level or management-level impact at a property) | **5 points** each credential each Staff member |  |  |
| **NAHMT or NAHMS** (generally, staff with NAHMT or NAHMS designations have operational-level impact at a property) | **5 points** each credential each Staff member |  |  |
| **NAHP** (generally, staff with NAHP designations have operational-level or management-level impact at a property) | **10 points** each credential each Staff member |  |  |
| NAHP-e (generally, staff with NAHP-e designations have management-level impact at a property) | **10 points** each credential each Staff member |  |  |
| **SHCM** **Company** (certification for a management company signifying it successfully maintains a significant portion of its properties and staff to the high standards of the SHCM certification program) | **15 points**  |  |  |

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| B. Other CredentialsFor 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. (Attach documentation of all credentials) | 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) |
| RAM | **3 points** each credential each Staff member |  |  |
| **ARM** | **3 points** each credential each Staff member |  |  |
| **CAM** | **3 points** each credential each Staff member |  |  |
| **CPM** | **4 points** each credential each Staff member |  |  |
| **COS** | **3 points** each credential each Staff member |  |  |
| AHM | **3 points** each credential each Staff member |  |  |
| **CAMT** | **3 points** each credential each Staff member |  |  |
| **C3P** | **3 points** each credential each Staff member |  |  |
| **S.T.A.R.** | **3 points** each credential each Staff member |  |  |
| **Other** (specify credential and granting body) | **3 points** each credential each Staff member |  |  |
| Employee Credentials Category – Total\*PROPERTIES WITH 49 UNITS OR LESS REQUIRE A MINIMUM OF 10 POINTS | \*Minimum Required: 20Maximum 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)***The sections below pertain to Resident Programs and/or Services provided within the previous 24 months of date of application.*** In the blank spaces provided below in each section, please list resident programs and/or services provided at the frequency noted, such as tutoring, English as a second language, financial management, Junior Achievement, parenting classes, arts and crafts, exercise and dance classes, Neighborhood Networks, technology training, supportive services, Family Self Sufficiency, etc. Please provide copies of flyers or brochures of programs listed. *(Please note: If more room is needed than provided here for any of the sections listed below, please list additional programs/services on a separate paper. A maximum of 80 points will be awarded for this category.)* | **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) |
| A. Resident Programs and/or Services Provided Daily or Weekly 15 points for each program or service provided  |  |  |  |
| Program/Service 1:  | **15** |  |   |
|  Program/Service 2: | **15** |  |   |
|  Program/Service 3: | **15** |  |   |
| B. Resident Programs and/or Services Provided Monthly or Quarterly 10 points for each program or service provided  |  |  |  |
| Program/Service 4: | **10** |  |  |

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| Program/Service 5: | **10** |  |  |
| Program/Service 6: | **10** |  |  |
| Program/Service 7: | **10** |  |  |
| Program/Service 8: | **10** |  |  |
| Program/Service 9: | **10** |  |  |

**C. Resident Programs and/or Services Provided**

**Annually or Once**5 points for each program or service provided

|  |  |  |  |
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| Program/Service 10: | **5** |  |  |
| Program/Service 11: | **5** |  |  |
| Program/Service 12: | **5** |  |  |
| Program/Service 13: | **5** |  |  |
| Program/Service 14: | **5** |  |  |
| Program/Service 15: | **5** |  |  |
| Program/Service 16: | **5** |  |  |
| Program/Service 17: | **5** |  |  |
| Program/Service 18: | **5** |  |  |
| Program/Service 19: | **5** |  |  |
| Program/Service 20: | **5** |  |  |
| Programs/Services Category – Total\*PROPERTIES WITH 49 UNITS OR LESS REQUIRE A MINIMUM OF 30 POINTS | \*Minimum Required: 45Maximum Score: 80 |  |  |

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| **Category 5 – Endorsements** (10 minimum points required to satisfy this category)Please include copies of letters or other written endorsements provided in the previous 12 months from any of the following groups. 5 points for each type of recommendation listed below (up to a maximum of 30 points): | **SCORE** |
| NO. OF COQ POINTS POSSIBLE FOR MEETING CRITERION | NO. OF COQ POINTS EARNED BY APPLICANT |
| Individual resident letter of support | **5** |  |
| Staff letter of support | **5** |  |
| Letter from community/local agency, organization or department | **5** |  |
| Letter from state legislator or state agency | **5** |  |
| Resident engagement or satisfaction survey results (please include summary of results and sample of survey) | **5** |  |
| Other, please specify | **5** |  |
| Endorsements Category – Total | Minimum Required: 10Maximum Score: 30 |  |

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| **category 6 – Photographs and Extra credit Scoring Opportunities**(60 minimum points required to satisfy this category)Please note: All photographs and the entry materials become the property of NAHMA and may be used for promotional purposes at the sole discretion of NAHMA. | **SCORE** |
| A. Required Photos | NO. OF COQ POINTS POSSIBLE FOR MEETING CRITERION | NO. OF COQ POINTS EARNED BY APPLICANT |
| Submit 6 to 12 digital color photographs of the property taken in the last 12 months and include captions that describe the property. Captions may be written on the photos via software such as Adobe Acrobat, or photos may be inserted or pasted in a Word document and captions typed under the photo. All photos may be saved and submitted as PDF files as part of the electronic COQ application. Photocopies or magazine reprints will not be considered. Please provide a URL if photos are provided via online storage or posting program. | **60** |  |
| Required Photos – Subtotal | Required Score:60 |  |
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|  |  |  |
| B. Extra Credit Scoring OpportunitiesProperties that can demonstrate they are engaged in providing the following types of enhanced housing can earn extra points as noted:1. Healthy Housing (such as participation in relevant HUD or other federal, state or local agency programming)Statement of proof:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_2. Green/sustainable or energy-efficient housing (such as participating in relevant HUD, DOE or other federal, state or local agency programs, attaining LEED certification, or similar activities, such as installing solar panels, batteries to store energy, high-efficiency boilers, etc.)Statement of proof:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_3. Accessible and/or adaptable housing providing more accessible or adaptable units than is required by applicable codeStatement of proof:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **10 points** for each EXAMPLE (up to maximum 30 points) |
| **10** |  |
| **10** |  |
| **10** |  |
| **Extra Credit Scoring Opportunities – Subtotal** | POSSIBLE Score:30 |  |
| **Photos/EXTRA CREDIT Category – Total** | Minimum Required: 60Maximum Score: 90 |  |

#### SUMMARY OF POINT TOTALS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | MINIMUM (PROPERTIES WITH 50 UNITS OR MORE) | MINIMUM (PROPERTIES WITH 49 UNITS OR LESS) | MAXIMUM | POINTS EARNED |
| Category 1 | 80 | 80 | 140 |  |
| Category 2 | 10 | 10 | 50 |  |
| Category 3 | 20 | 10 | 70 |  |
| Category 4 | 45 | 30 | 80 |  |
| Category 5 | 10 | 10 | 30 |  |
| Category 6 | 60 | 60 | 90 |  |
| **Grand Total Earned Points**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. |  |

**Self-Certification of Physical Condition and Inspection Status**

|  |  |
| --- | --- |
| Property Name: |  |
| Address: |  |
| City, State, Zip Code |  |
| Original date of Application: |  |

Please be advised that the undersigned hereby acknowledges that the following information with respect to the above noted property is true and correct:

1. To the best of the owner and management agent’s knowledge (all applicable statements below are circled):
	1. A REAC inspection by the Department of Housing and Urban Development or its contract administrators/designees has not been conducted or a report provided to the owner/agent within the past 48 months providing a rating, or, the property is participating in the NSPIRE demonstration program and its most recent REAC inspection is applicable.
	2. This property is not subject to REAC inspections.
	3. A physical inspection has not been conducted or a report provided by a third-party entity (for example tax credit monitoring agent, lender, syndicator, a health or building department, etc.) within the past 48 months.
	4. We do not anticipate that any inspections outlined above will occur within the next 12 months.
2. The Property and all structural, mechanical, electrical and other building components, roofs and systems are in good and proper working order and there is no material deferred maintenance on the property.
3. There are no outstanding building code, fire code, zoning or land use violations regarding the property.
4. The property is in compliance with all applicable occupancy and/or property operations requirements of any agencies with monitoring authority.

Therefore, the undersigned certify all information in this certificate as true, complete correct, and made in good faith.

Very truly yours,

Executed this \_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_.

|  |  |
| --- | --- |
| Authorized Signature: |  |
| Printed Name: |  |
| Title: |  |