

Request for Proposals (RFP) for Property Management Services

Polish Community Center of Buffalo, Inc., d/b/a
Lt. Col. Matt Urban Human Services Center of WNY

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Contents

RFP Background and Requirements..... 3

 Eligibility Criteria:..... 3

 Proposal Submission Requirements:..... 3

 Selection Process: 3

 Evaluation Criteria:..... 3

 Questions 4

 Submission Deadline:..... 4

Scope of Services: 4

 General Property Management 4

 Reporting/Compliance 4

 Maintenance 5

 Marketing 5

 Please Note: 5

 Important Dates: 6

243 Sears, Buffalo, NY 14202 7

 Property Description: 7

 Project Description:..... 7

104 Lewis Street, Buffalo, NY 14202 8

 Property Description: 8

 Project Description:..... 8

RFP Background and Requirements

The Matt Urban Center (MUC) invites qualified managing agents to submit proposals for the management of two apartment buildings: 243 Sears Street, Buffalo NY, 14212 and 104 Lewis Street, Buffalo, NY 14206. Both projects are funded by the New York State Department of Homes and Community Renewal and are subject to multiple regulatory requirements.

Eligibility Criteria:

- Managing agents must hold a valid Real Estate Broker license in the state of New York.
- Demonstrate sufficient management capacity.
- Demonstrate sufficient experience managing HCR-funded projects and maintaining compliance with state regulations and requirements

Proposal Submission Requirements:

- Managing agents must:
 - o Submit details of their experience and qualifications.
 - o Propose a staffing structure for providing services.
 - o Provide a fee structure for managing agent services, not exceeding reasonable and customary fees for the area.
 - o Submit a written agreement outlining the scope of services.

Selection Process:

- A tour of the buildings will be held at 1pm on March 26, 2024. All interested managing agents are encouraged to attend. Tour will begin at the administrative offices of the Matt Urban Center, 1081 Broadway, Buffalo, NY 14212.
- The Matt Urban Center will solicit bids and review proposals.
- The selected managing agent must be approved by Housing and Community Renewal (HCR).
- HCR will consider qualifications and quality of proposals in the selection process.
- If the proposed managing agent is disapproved, the owner will be directed to select another acceptable agent.

Evaluation Criteria:

- Qualifications and experience of managing agents.
- Proposed staffing structure and capacity.
- Fee structure for managing agent services.
- Quality of the proposed written agreement.

Questions

- Interested managing agents can submit questions to rundercoffer@urbanctr.org until March 29, 2024. Answers to these questions will be posted at urbanctr.org shortly thereafter.

Submission Deadline:

- **SUBMISSION DEADLINE HAS BEEN EXTENDED**
 - o **All proposals must be submitted via e-mail to rundercoffer@urbanctr.org by 5PM EST, Monday, April 8, 2024**

Scope of Services:

The selected Agent will be responsible for all aspects of managing the property including but not limited to:

General Property Management

- Maintain a property wait list and market, lease, screen and select tenants from property wait list if appropriate
- Prepare and execute lease agreements using only lease forms approved by NYS HCR.
- Collect rent and late charges as needed.
- Certify tenant eligibility in accordance with all project regulatory agreements
- Facilitate communication and conflict resolution between tenants and MUC.
- Attend regular meetings with MUC to provide updates on property management activities and address any concerns.
- Provide tenants with 24-hour emergency telephone contact number for emergency repairs
- Identify and address emergency situations immediately upon occurrence and provide follow up while keeping MUC informed
- Handle all tenant relations in compliance with MUC vision, mission and values
- Change utility billing as required between property occupancies
- Work with MUC designees to procure proper property insurance.
- Coordinate annual occupant fire drill where applicable.
- Inspect the properties, in the company of the renter, prior to move in and complete a detailed inspection report that shall be provided to the MUC.

Reporting/Compliance

- Ensure compliance with all applicable local, state, and federal regulations, including tenant screening and selection processes.
- Comply with all monitoring requirements set forth by all relevant regulatory agencies.
- Prepare and submit regular reports as required by MUC or regulatory agencies, including but not limited to New York State Homes and Community Renewal

- Maintain accurate and up-to-date records of tenant information, lease agreements, and financial transactions.
- Complete a “Serious Incident Form” and submit to the Bureau of Housing and Support Services in the event that a serious incident takes place within a building
- Provide a monthly report/statement for each individual property indicating the income received, monthly budget to actuals, income withheld for services (with a description of the services), vacancies, turn-over schedule, bills paid, arrears, and budget for property turn over
- Coordinate with MUC staff to participate in the preparation of Annual Audits as well as filing of federal and State tax forms when applicable.
- Acknowledge and comply with the provisions of the law and particularly concerning deposits. Vendors will collect deposits in accordance with all relevant laws and regulatory agreements
- Conduct a final inspection when a unit is vacated, with a move out inspection report.

Maintenance

- Order and perform repairs, services, and maintenance on the various buildings and grounds as requested by MUC and building tenants.
- Conduct a minimum of two exterior and interior inspections per year of the properties, providing a written report of recommendations for necessary maintenance and any major deficiencies with photos to MUC.
- Coordinate and oversee maintenance of the buildings, ensuring high-quality standards are maintained.
- Ensure timely completion of repairs and upgrades.
- Re-key locks for new tenants when appropriate
- Coordinate all scheduled and unscheduled maintenance work.
- Coordinate and supervise minor tenant improvement work (i.e. paint, carpet, etc.)

Marketing

- Provide marketing and management materials necessary for MUC’s compliance with various funding agency requirements, tracking marketing efforts and submitting materials to NYS HCR when necessary to maintain compliance
- Where applicable, implement marketing strategies to attract potential tenants and maintain optimal occupancy rates.

Please Note:

- The NYS Housing Trust Fund Corporation/State Asset Management Unit reserves the right to remove/replace an owner as a managing agent and to approve, reject, or remove/replace an existing or proposed managing agent.

- Regulations and requirements related to the buildings and projects described herein are subject to change or clarification by the relevant government agency or funding partner at any time.

Important Dates:

- March 26, 2024: Tour of buildings begins at 1pm at 1081 Broadway, Buffalo, NY 14212
- March 29, 2024: Questions due to rundercoffer@urbanctr.org
- April 8, 2024: All applications due to rundercoffer@urbanctr.org by 5PM

243 Sears, Buffalo, NY 14202

Property Description:

243 Sears is a property containing twenty-seven (27) dwelling units of housing for persons of low income, in conjunction with office and community services space.

- Approximately 44,922 gross sq. ft., with 27,320 sq. ft. of residential space and 17,602 sq. ft. of non-residential space
- Unit breakdown: 13 studio apartments, 10 one-bedroom apartments, and four two-bedroom apartments
- Laundry facilities and green space are available on-site
- The non-residential space is used for the Matt Urban Center offices, program space, and office space for BestSelf Behavioral Health
- Programs and services include Urban Diner by Friends of Night People, a food pantry, and a job development program, essentials closet and clothing boutique
- New membrane roofing system for improved energy efficiency
- Three (3) fully accessible units for mobility-impaired households and two (2) units for hearing or vision-impaired households
- All units are individually metered for gas and electric
- South side contains 45 parking spaces.
- Green space near the school proper and along the approach to the central entrance.
- Benches and landscaping within lawn areas.

Project Description:

- All 27 units are permanent supportive housing for homeless individuals.
- Referrals and services provided by Best Self Behavioral Health, Inc; program does not maintain a waitlist
- Units are affordable for households with incomes at or below 50% of the area median income.
- Rent subsidies and services through the Empire State Supportive Housing Initiatives (ESSHI) Program.
- Support services include case management, benefits advocacy, budgeting, job skills training, and more.
- Units cater to ESSHI-eligible homeless persons with mental illness and substance use disorder.
- Construction funded by New York State Homes and Community Renewal and Buffalo Urban Renewal Agency

104 Lewis Street, Buffalo, NY 14202

Property Description:

104 Lewis is a recently renovated property containing thirty-two (32) dwelling units of housing for persons of low income over age 55.

- Preference is given to persons or families with the lowest incomes possible, given the income requirements of the project, persons or families whose current housing fails to meet basic standards of health and safety and who have little prospect of improving the condition of their housing
- Unit breakdown: 32 single bedroom units, ten must be marketed as fully accessible, adapted, and move-in ready units to households with at least one member who has a mobility impairment
- Laundry facilities and green space are available on-site
- Rehabilitation completed in 2022 included:
 - New windows throughout building
 - Replacement of all siding
 - New gutters and downspouts
 - New concrete/front entrance pad, repaved parking lot
 - New flooring
 - Unit cabinets, countertops, appliances, bathroom fixtures, and other improvements
- All units are individually metered for electric
- Parking lot located on north side of building
- Building is located on opposite side of Lewis Street from Franczyk Park
- Benches and landscaping within lawn areas

Project Description:

- All 32 units cater to low-income individuals ages 55 and over. Rent amounts are based on a schedule mandated by NYS HCR, which is currently arranged as follows:
 - 5 units affordable at 26% of AMI
 - 18 units affordable at 31% of AMI
 - 9 units affordable at 40% of AMI
- Construction funded by New York State HCR Housing Trust Fund Corporation (preservation Initiative Program, Community Investment Fund)
- Must comply with provisions of Low-Income Housing Tax Credit program
- When funding is available, tenant activity coordination is provided by the Matt Urban Center's senior services department