



**AUGUSTA**  
COMMUNITIES

# Proposal for Asset Management, Property Management & Manufactured Housing Consulting Services

Augusta Communities' mission is to be the non-profit housing organization of choice for resident citizens, principals, investors and partnering agencies by committing to provide stable, affordable, community-integrated housing through acquisition, preservation and rehabilitation.

La Habra Housing Authority  
Attention: Miranda Cole-Corona  
110 E. La Habra Boulevard  
La Habra, CA 90633

October 2, 2020

## Asset Management, Property Management & Manufactured Housing Consulting Services

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Augusta Communities is pleased to submit a 5-year proposal to provide full-service management and consulting services for View Park Estates and Park La Habra, which are two of La Habra Housing Authority's affordable housing communities. Augusta Communities has provided asset management, property management and consulting services to the Authority since September 2018. During the term of its current contract, Augusta has developed strong working relationships with City and Authority staff, provided a high level of service to the community, and operated well within budget. Augusta proposes to continue its work in the community, including onsite and offsite management, improving and maintaining the housing stock, and developing affordable housing programs for its residents.

### Scope of Work

Augusta Communities is a proactive manager focusing on the overall management and operational strategy of the properties, preparing budgets, hiring and overseeing property management, improving operations efficiencies, reducing potential risks and liabilities, monitoring and implementing changes related to ever-changing mobilehome park residency, rental housing and fair housing laws (including those related to COVID-19), developing and managing affordable housing and resident services programs, developing community demographic information and resident satisfaction surveys, providing dealer services for rehabilitation or replacement of manufactured homes, preparing key-indicator and financial reports, and managing parks improvements.

Les Frame Management will continue to manage the day-to-day operation of the two communities including providing excellent customer service, closely managing revenue and expenses, evaluating resident applications, preparing and executing rental agreements, enforcing rules and regulations, resolving disputes, implementing affordable housing programs, preparing rent statements, collecting rents, managing and paying vendors, maintaining the two communities, inspecting homesites and common areas, providing 24-hour management response, and preparing various financial and operations reports.

Augusta Communities is pleased to be given the opportunity to provide this proposal for continued asset management, property management and mobilehome park consulting services. Our management team's background in manufactured housing, resident services, affordable housing, local government, public finance, real estate, and public service, coupled with our long history in the manufactured housing industry, makes Augusta the ideal partner to implement the goals of the Authority as well as the housing needs of the homeowners and residents who live in Park La Habra and View Park Estates.

### Asset Management and Manufactured Housing Consulting

Augusta Communities is a nonprofit 501(c)3 housing organization founded in 1998 with a mission to be the non-profit housing organization of choice for resident citizens, principals, investors and partnering agencies. It owns and operates six manufactured housing communities and has deep

experience in manufactured housing management, housing finance, government relations, and program administration. Augusta's corporate and management practice are guided by its corporate values of integrity, accountability, compassion, citizenship and leadership. Importantly, our policies and procedures emphasize the imperative of valuing and respecting the unique circumstance of each resident. Augusta's team has a long history in the development and implementation of affordable housing programs and are professionally trained in community management, dispute resolution and fair housing.

### Property Management

Les Frame Management is the third-party professional mobilehome park management firm that has been managing the day-to-day activities of the two communities for the last two years. Les Frame has a superior track record of engaging with community residents and providing quality in-house safety, property management, and maintenance training. Les Frame's on-site management and maintenance staff has developed positive relationships the residents of the communities, and are backed by an experienced corporate accounting, finance and senior management team.

### Proposed Amendments to the Terms of Agreement

Augusta is proposing to amend the current Agreement for Services by and between the La Habra Housing Authority (Authority) and Augusta Communities LLC (Consultant) in the following areas:

#### Section 1.2 Term

The term of this Agreement shall on the date of the Agreement and continue for 60 months or until such time as it is terminated pursuant to the provisions in Article V of the Agreement.

#### Section 3.1 Compensation

Compensation under the proposed amendment shall not exceed \$470,000. This represents a 5% reduction from the compensation permitted under the 2019-20 agreement, with no CPI increase (as agreed due to COVID-19). No CPI will be applied until November 2021. Services provided pursuant to this agreement total \$455,851 in the FY 2020-21 approved project budget, well below the contracted amount. Upon mutual agreement, total compensation may be adjusted to accommodate onsite personnel changes or staff levels for management or maintenance employees. Compensation for licensed dealer services related to planning, designing, purchasing and installation of new homes or rehabilitating older homes will be 20% of the total project cost. No changes are proposed related to "Extra Work" in this section.

#### Section 3.5 Reimbursement for Expenses

Insurance expenses, or other expenses that are related to the unique requirements of this agreement, or that were unforeseen as of the date of the Agreement, are considered a reimbursable expense upon written authorization of Authority.

## Exhibit A

### **Services to be Provided**

- 10) The Consultant will develop an annual work program, including an on-site staffing and staff housing plan, with project milestones, and present it to the Authority for its consideration and approval as part of the annual budgeting process.

### **Compensation**

- 1) Fee for Services. In consideration of the services to be provided by the Consultant pursuant to this proposal, the Consultant will receive as compensation for the three service areas as described in Section 3.1 Compensation of this Agreement.
  - a) Asset Management and Manufactured Housing Consulting – services to include, but not be limited to, overall management and operational strategy of the properties, implementing Authority housing policies and developing programs to meet its housing goals, addressing resident concerns, preparing budgets, hiring and overseeing property management, managing professional services, improving operational efficiencies, reducing potential risks and liabilities, monitoring and executing changes related to ever-changing mobilehome park residency, rental housing and fair housing laws (including those related to COVID-19), developing and managing affordable housing and resident services programs, collecting and analyzing community demographic information and measuring resident satisfaction, providing dealer services for rehabilitation or replacement of manufactured homes, preparing key-indicator and financial reports, managing parks improvements, working closely with City and Authority staff, and providing manufactured housing and affordable housing consulting services.
  - b) Property Management –services to include, but not be limited to, management of the day-to-day operation of the two communities including providing excellent customer service, closely managing revenue and expenses, evaluating resident applications, preparing and executing rental agreements, enforcing rules and regulations, resolving disputes, close coordination with legal counsel, implementing affordable housing programs, preparing rent statements, collecting rents, managing and paying vendors, maintenance of the common areas and utilities in the two communities, inspecting homesites and common areas, managing vendors, providing 24-hour management response, and preparing various financial and operations reports.
    - i) Community Personnel – initial staffing levels:
      - (1) Manager 1 (FT)
      - (2) Manager 2 (FT)
      - (3) Maintenance 1 (FT)
      - (4) Maintenance 2 (PT)
      - (5) Coverage 1 – (PT) stipend/rent credit, plus hourly for properly documented work time

- 2) Annual Adjustments. The Fee for Services will be adjusted at the beginning of the Authority's fiscal year by the percentage change in the CPI for the Consumer Price Index, Los Angeles-Long Beach-Anaheim, All Items, 1982-84=100 base, All Urban Consumers (CPI-U) published the month prior to the first month of the new fiscal year beginning in November 2021.
- 3) Payment of the Fee for Services. The Fee for services will be drawn directly from the Communities operating account at the beginning on the first day of the contract and thereafter at the beginning of each calendar month and will be paid in separate amounts to the property management firm (for property management and community personnel) and to the Consultant.
- 4) Compensation for Additional Services. If the Authority requests additional services, including extensive capital project management, additional personnel request, special projects, or resident services such as homework clubs, summer camps, educational events, and community building events not included in this proposal, Authority will pay the Consultant for such additional services an amount agreed upon by the parties in writing prior to the commencement (unless in the case of an emergency) of such additional services.

Exhibit B

Will provide a revised property agreement upon request.