

Management Agent Certification Program

**NCSHA Conference
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About VHDA

- The General Assembly established VHDA in 1972 as a self-supporting State Authority—No state appropriations.
- VHDA provides financing for homeownership as well as multifamily developments. In addition, VHDA administers the multifamily Low Income Housing Tax Credit Program and the Housing Choice Voucher Program.
- VHDA's Multifamily portfolio consists of just under 1,300 properties and 110,000 units.

Why a Certified Management Agent Program?

- **To combat NIMBY attitudes**
- **To protect the quality of Virginia's affordable housing**

Approval Process

- Review of Required Documents
 - Policy and procedures manual
 - Resumes of key management personnel
 - List of all properties managed
 - List of professional memberships and activities
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- Evaluation of Staff
 - Experience managing tax credit properties
 - Training in compliance, Fair Housing, and Landlord/Tenant Act
 - Scheduled ongoing training program
 - Review of Previous Asset Management Reports
 - Recommendation Made to Executive Management

Program Incentives

- Developers using a VHDA Certified Management Agent receive 25 points on their Low Income Housing Tax Credit application.
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Program Results

- As of July, more than 800 properties or 67,069 units – 62% of the VHDA portfolio – are managed by 56 agents who have successfully completed the certification process.
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“The changes in our apartment complex have now given all of us – the parents, the elderly and the children – a place that is not only nice to look at, but a happy and safe place in which to live.”

- Tenant of Onancock Apartments, managed by a VHDA Certified Management Agent