

EXHIBIT A

CITY OF MOUNTAIN VIEW - AGENCY CONTRACT

SCOPE OF SERVICES ON BEHALF OF CITY OF MOUNTAIN VIEW
BELOW MARKET RATE HOME OWNERSHIP AND RENTAL
PROGRAM

Outreach and Marketing

Work shall commence on July 1, 2020. Design and implement ongoing outreach and marketing efforts, in conjunction with the City, to maintain and insure an adequate number of participants to accomplish the program goals of both the homeownership and rental programs. These actions may include the following;

1. Targeted mailings, flyers and presentations to potential preference category group and other program participants.
2. Local advertising, including print media, radio, public service announcements, and posters and flyers at various outlets throughout the City.
3. Website Presence: Provide updated information for City's website.
4. Design and update BMR program related materials, including updated BMR rents and sales prices annually using established City methodology. This update includes all flyers, brochures, PSAs, and website updates, with prior review and discussion with City staff.
5. Prepare and submit BMR price calculations to the Santa Clara County Assessor's Office
6. Coordinate and assist BMR owners with refinancing
7. Conduct informational and/or training meetings with applicants, as required.
8. Provide responses to all telephone, email and written inquiries for the BMR programs.
9. Contact potential applicants on the interest list to notify them of the opening of the BMR waiting list.
10. Contact applicants on waiting list annually to update them on relevant program status and to

determine their continued interest in the program.

Applicant Management

1. Conduct and/or support the City to conduct a lottery, as needed, to add applicants to the waitlists.
2. Conduct open houses for BMR sale units.
3. Maintain wait list (people who have submitted applications) and interest list (people who have expressed an interest in the programs).

Application Review and Processing

1. Review and process applications for both homeownership and rental programs. Reviews shall include the following:

- a. Preference verification
- b. Income verification
- c. Household characteristics verification
- d. Credit reports and criminal background check and analysis

All reviews to be conducted utilizing the forms, and following the processes and procedures described in the administrative guidelines.

2. Complete the process of application verification and review to insure that timelines for leasing and sale of units are met.
3. Coordinate with apartment managers in sending applicants to view and submit application forms for available BMR units.
4. Coordinate with City staff to resolve policy and procedural issues and problems with tenants or apartment managers.

Audits and Recertification

1. Conduct eligibility recertification of all BMR rental tenants annually, utilizing the forms and following the procedures described in the administrative guidelines.

2. Conduct audit of BMR homeownership units annually, to determine owner occupancy, utilizing the forms and following the procedures described in the administrative guidelines.

Records and Reports

1. Maintain all individual hardcopy files and records of applicants and provide City with electronic versions as requested.
2. Provide City with a quarterly status report include a copy of current applicant lists and complete detailed description of activities conducted in support of the programs. In the description include the number of contacts and inquiries completed, number of units shown, rented, or sold, and number of open houses held, and all outreach efforts completed

Additional Activities

ALTA HOUSING will be providing ongoing administrative support for the City's BMR programs. The BMR programs may from time to time require ALTA HOUSING to undertake administrative activities not specifically defined in this scope of services. The City shall discuss those requests for additional services with ALTA HOUSING and both parties shall agree in writing to the additional services

BUILDING STORIES THAT MATTER

