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

Mountain View BMR Administrator Proposal

PROJECT BUDGET July 01, 2020 thru June 30, 2021												
TASK/ACTIVITY	Office Administrator Daisy Madrigal	Program Administrator Rubi Valencia	Program Director Georgina Mascarenhas	Staff Accountant Loan Doan	CFO Quinsia Ma			Subtotal	Misc	Misc	Misc	Cost
	\$85	\$115	\$140	\$95	\$140	\$275	Hours	Cost				
TASK A: Program Administration												
Task 1: Telephone email & walk in enquiries; update interest list/waiting list	80	135	30	0	0	0	245	\$26,525				\$26,525
Task 2: Maintaining & updating website; update reports to City	0	40	3	0	0	0	43	\$5,020				\$5,020
Task 3: Hard costs to run program NTE \$10,000	0	0	0	0	0	0	0	\$0	\$10,065			\$10,065
TASK A SUBTOTAL	80	175	33			0	288	\$31,545	\$10,065	\$0	\$0	\$41,610
TASK B: Homeowner Certification			I			II.			I			
Task 1: Preparation & mail out of Owner Certification; price calc to Assessor	14	45	10	0	0	0	69	\$7,765				\$7,765
Task 2: Updating database & filing	35	20	0	0	0	0	55	\$5,275				\$5,275
Task 3: Follow up & work with city on delinq. certs.;non-compliance w/Deed Rest.	0	15	10	0	0	0	25	\$3,125				\$3,125
TASK B SUBTOTAL	49	80	20	0	0	0	149	\$16,165	\$0	\$0	\$0	\$16,165
TASK C: Renter Certification (47 Units)			I			II			I			
Task 1: Preparation & mail out of Certification letters	30	25	5	0	0	0	60	\$6,125				\$6,125
Task 2: Interviews for eligibility & compliance; income calculation; file review	10	50	20	0	0	0	80	\$9,400				\$9,400
Task 3: Analyze data, updating database & filing	5	25	15	0	0	0	45	\$5,400				\$5,400
TASK C SUBTOTAL	45	100	40	0	0	0	185	\$20,925	\$0	\$0	\$0	\$20,925
TASK D: Development Agreements	· · · · · ·											
Task 1: Review draft Development Agreements; recommendations to city	0	15	17	0	0	5	37	\$5,480				\$5,480
Task 2: Assist with/record Development Agreements	5	10	5	2	0	0	22	\$2,465				\$2,465
Task 3: Monitor Developer compliance w/Agreements	0	5	4	0	2	0	11	\$1,415				\$1,415
TASK D SUBTOTAL	5	30	26	2	2	5	70	\$9,360	\$0	\$0	\$0	\$9,360
TASK E: BMR Rental Housing							I	<u> </u>	<u>I</u>			
Task 1: Marketing & Outreach	5	10	5	0	0	0	20	\$2,275				\$2,275
Task 2: Preparation of application packets & forms	15	10	2	0	0	0	27	\$2,705				\$2,705
Task 3: Data entry, Lottery, interviews, certifications & applicant approvals to city	5	10	1	0	0	0	16	\$1,715				\$1,715
TASK E SUBTOTAL	25	30	8	0	0	0	63	\$6,695	\$0	\$0	\$0	\$6,695
TASK F: BMR Home Sales							·					
Task 1: Preparation for Marketing/Outreach material/website update	15	20	15	2	2	0	54	\$6,145				\$6,145
Task 2: Data entry/Conduct lottery/workshop info for potential buyers	25	32	5	0	0	0	62	\$6,505				\$6,505
Task 3: Qualify potential buyers and complete recording purchase/sale docs	5	38	20	0	0	0	63	\$7,595				\$7,595
TASK G SUBTOTAL	45	90	40	2	2	0	179	\$20,245	\$0	\$0	\$0	\$20,245
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Subtotal Hours	249	505 ¢50.075	167	4	4	5 ¢1.075	934	¢104.005	¢10.045	¢o	¢o	¢115.000
Cost	\$21,165	\$58,075	\$23,380	\$380	\$560	\$1,375		\$104,935	\$10,065	<mark>\$0</mark>	\$0	<mark>\$115,000</mark>
Optional Task:												
Cost												