

## PURPOSE

As part of OHFA's commitment to fostering positive relationships with partners, OHFA has established the On-Boarding and Partner Relationship Building Program for partners who are new to OHFA or experiencing significant compliance issues. OHFA staff will work with representatives of the ownership entity, the HDAP Recipient, and/or the property management agent who have experienced or are currently experiencing significant issues that jeopardize the viability of the property. OHFA will notify a partner if participation in this program is required. Owners are solely responsible for maintaining compliance with state and federal regulations and OHFA policy.

This program is tailored to each ownership entity, property management agent, or other partner's specific needs.

*An Owner, owner agent(s) and/or property management agent(s) who fails to complete the On-Boarding and Relationship Building Program may be removed from the position of Good Standing with OHFA.*

## PROGRAM REQUIREMENTS

OHFA staff will require an entity to complete the On-Boarding and Relationship Building Program if

- there are systemic noncompliance issues
- owner(s) and/or management company have little or no experience with funding programs on their property
- there is frequent management company turnover
- there is repeated unresponsiveness to OHFA
- there are other ongoing issues

Successful completion of the program includes:

1. Attending at least one partner meeting to discuss specific compliance requirements or issues, provide guidance on reporting to OHFA and any other appropriate topics.
  - OHFA will determine the frequency of meetings on a case- by-case basis
2. Attending OHFA's Compliance Policies and Regulations training (in-person or remote).
3. Completing additional training related to multifamily programs as warranted. The number of hours or trainings required will be determined by OHFA.
  - OHFA's Training and Technical Assistance staff will work with the partner(s) to determine a tailored set of OHFA courses or other compliance courses offered by outside training entities that will fulfill the requirement.
  - Possible topics may include: Acquisition and Rehab, Composition Changes, OHFA Forms, Tenant File Best Practices, Extended Use Best Practices, Applicable Fraction, Next Available Unit Rule, Transfers, LIHTC Essentials, Understanding HOME Requirements, Fair-Housing, or others.

OHFA staff will contact the owner and/or property management agent to discuss the onboarding and training requirements. ***It is at OHFA's discretion to determine which entities involved with a property will be required to complete the program.***