



CPO's Annual Evaluation of AMB

U.S. Department of Housing and Urban Development
Office of Housing
Federal Housing Commissioner



Broker's Name	Area	Contract Number
Date of Evaluation	HUD Office	*Rating to be Satisfactory (S); Improvement Needed (I); or Unsatisfactory (U)

Key Area No.	Check List of Key Areas and Associated Tasks	Rating			Comments
		S	I	U	
1.	MUD Policies - AMB Understanding and/or Adherence a. Equal Opportunity 1. Housing 2. Employment b. Affirmative Fair Housing Marketing c. Property Disposition Objectives 1. Cost Conscious - Is the AMB meeting norms for comparable properties with respect to repair costs? Are quality repairs being received consistent with dollars expended? 2. Neighborhood and Community - Is the AMB familiar with neighborhood characteristics and community planning within the area of his contract? d. Conflict of Interest				
2.	Initial Services Performed a. Government Signs - Are they being posted in accordance with requirements? b. Local Authorities - Are police and taxing authorities being timely notified of Government ownership? c. Tax Returns - If required, are they being timely submitted? d. Damage/occupancy - Is local office being timely and correctly advised by Form HUD-9518, or otherwise, of damage and/or adverse occupancy, including personal property? e. Are Reports of Mortgagee Protection and Preservation Performance, Form HUD-9518A, prepared satisfactorily and submitted timely? f. Tax Statements - Are statements or bills (if required) as to tax or improvement assessments being timely submitted? g. Are hazardous conditions being identified and suitable recommendations submitted?				
3.	Initial Services to be Obtained a. Winterizing - Is it done when conditions require? b. Initial Clean-up - Is debris and trash being removed from interior of the property and grounds? c. Securing - Are properties being secured in accordance with instructions? d. Mowing and Trimming - Is the AMB arranging (if required) and supervising the mowing of grass and trimming of shrubbery?				
4.	Continuing Services to be Performed a. Listing Data and Sales Recommendation 1. Property Description - Are accurate property descriptions submitted? 2. Estimates of Market-Price - Are the estimates of market price recommended for as-is and repaired values reasonable? Is the comparable sales data used sufficient and appropriate? 3. Disposition Approach - Are the disposition approach recommendations comprehensive and understandable? b. Repairs and Purchasing 1. Qualified Contractors - Is the AMB's list of qualified contractors up-to-date and in use? 2. Contractor Rotation - Are repair contractors being rotated on the bid list in accordance with instructions? Is the Contractor's Bid Rotation list being maintained properly? 3. Bid Solicitations - Are bid solicitations in accordance with good business practice and Federal procurement regulations and HUD policies?				

Previous edition is obsolete

Retain this record for three years.

Form HUD-9837, ref. handbook 4310.5

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4 Cont'd	<p>4. Supervision and Inspection - Are repair contractors being supervised and are inspections being made to assure satisfactory compliance with repair and maintenance contracts? Does the AMB follow-up on deficiencies noted during inspections? Are repair contractors that consistently perform inadequately recommended for removal from the list of qualified contractors?</p> <p>5. Local Office Limitations - Is the AMB adhering to local office limitations on purchases?</p> <p>6. Emergency Procedures - Does the AMB understand emergency repair procedures?</p> <p>7. Purchase Order Form HUD-2542 and SF 1034 - Are purchase orders and vouchers being properly prepared? Are cancellations and amendments done according to instructions?</p> <p>8. Timely Processing - Are inspections and purchase orders processed expeditiously to avoid unnecessary delays? (CPP time frame)</p> <p>c. Post Closing Complaints</p> <p>1. Merits - Are the nature and frequency of occurrence of post closing complaints consistent with those of comparable properties in comparable areas?</p> <p>2. Authority - Does AMB fully understand the authorities for dealing with post closing complaints and perform within the scope of such authorities?</p> <p>3. Handling - Does the AMB perform adequately in dealing with inspections and correction, within prescribed limitations, of such complaints?</p> <p>d. Repair Specifications - (When required of the AMB)</p> <p>1. Adequacy - Are repair specifications comprehensive in order that repair contractors can bid responsively?</p> <p>2. Cost Estimates - Can the AMB's cost estimates be utilized in management decisions in determination of the Disposition Program?</p>				
5.	<p>Clearing Hearing Activity (if required)</p> <p>a. Other Brokers - Is the relationship of the AMB with other brokers harmonious?</p> <p>b. Government Representatives - Does the AMB represent the Government in a reputable manner?</p>				
6.	<p>Continuing Services to be Obtained</p> <p>a. Housekeeping - Are the properties in the AMB's area kept neat and clean?</p> <p>b. Test Reports - When required, is the AMB obtaining and transmitting certified test reports concerning the condition of the operating system and equipment? Are these tests adequate?</p>				
7.	<p>Rentals</p> <p>a. Authorizations - Are rentals, if any, in accordance with local office authorizations as to lease terms, rental rates, and types of tenancy?</p> <p>b. Screening of Tenants - Is there undue vandalism by the tenants or undue rent loss?</p> <p>c. Leases - Are copies of all leases available, are they correct?</p> <p>d. Receipt Book - Is the rent receipt book being properly maintained?</p> <p>e. Eviction - When required, are evictions in accordance with authorized procedures? Is there adherence to authorized costs and fees?</p>				
8.	<p>Collections and Accounting</p> <p>a. Special Bank Account - If required, is the Special Bank Account established and is it correctly styled?</p> <p>b. Deposits - Are the deposits made correctly and timely?</p> <p>c. Brokers Accounting Report - Is the report with related supportive documentation being submitted accurately and timely? Have the AMB's invoices reflected the proper fees? Has there been a correct accounting for inventory including timely deletion of closed cases?</p>				



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8 Cont'd	<p>d. Cash Reconciliation - Does the cash reconciliation agree with the bank statement including checks, deposit slips, and debit slips? Do bank statements agree with the accounting report i.e., does check number, payee, and amount agree with that shown on Report of Disbursement?</p> <p>e. Discounts - Sales Taxes - Are all discounts to the benefit of the government being taken? Are sales taxes being disallowed?</p>				
9	<p>General Considerations</p> <p>a. Does the AMS have a record of harmonious relationships and demonstrated ability to work with repair contractors and the people indigenous to the contract area?</p> <p>b. Is the AMS available during normal business hours on a reasonable basis?</p> <p>c. Does the AMS generally adhere to norms established for processing time (CPP)?</p> <p>d. Are reports, specifications, recommendations, and general correspondence from the AMS comprehensive and understandable?</p> <p>e. Does the AMS generally prepare submissions accurately?</p> <p>f. When required, does the AMS obtain and transmit delinquent tax information?</p> <p>g. Is the AMS's office and recordkeeping generally business-like?</p> <p>h. Are sufficient physical inspections of inventory made to keep abreast of state of inventory such as vandalism, squatters, theft ground maintenance, and interior cleanliness?</p> <p>i. Is the AMS responsive to instructions and directions of the local office?</p>				
10	Overall Rating				
CPO's Signature					Date