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INTRODUCTION

The effective management of its affordable housing inventory is one of the Indian Housing Authority's (IHA) most important responsibilities and challenges. In addition to the basic role as a property manager, the IHA has:

- . a counseling role, to ensure that families know about and are able to benefit from IHA programs and services;
- . a program administration role, to ensure that scarce subsidy funds are used appropriately and effectively; and
- . a leadership role, to ensure that IHA housing is a positive force in the community.

INTRODUCING THE INDIAN HOUSING MANAGEMENT GUIDEBOOK

This guidebook is designed to provide IHAs with the guidance and tools to be successful managers of IHA rental and homeownership housing programs. Although the guidebook is organized so that information on specific topics can be looked up easily, new staff should read the whole book before undertaking management activities. Several tools make information in the guidebook easier to find:

- o The "Sun" highlights helpful hints, cautions or important facts to which readers should pay special attention.
- o References: The "books" symbol directs the reader to other information sources, such as laws or other guidebooks.
- o Glossary: Words and terms in bold italic are included in a glossary at the end of the guidebook.
- o Appendices: The appendices include reference materials referred to in the chapters, such as sample forms and policy outlines.
- o Regulatory Citation: References to the federal

regulation are provided for key topics. The references appear in brackets, like so: [24 CFR 950.101].

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HOW THE GUIDEBOOK IS ORGANIZED

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Some management activities apply similarly for rental and homeownership programs, while others differ significantly. This guidebook is organized in a way that takes advantage of program similarities and highlights their differences.

The guidebook is organized as follows:

INDIAN HOUSING MANAGEMENT GUIDEBOOK

- o Chapter 1: Overview of Management Activities
- o Chapter 2: Applications and Admissions
- o Chapter 3: Income Calculations
- o Chapter 4: Rental Unit Management
- o Chapter 5: Homeownership Unit Management
- o Chapter 6: Maintenance
- o Chapter 7: Resident Counseling and Resident Services

Chapter 1 of this guidebook lays the foundation for solid housing management by providing an overview of the policies and procedures that should be in place to run an effective program.

The next few chapters (Chapters 2 through 5) discuss the actual details of running a housing program. Chapter 2 (Applications and Admissions) and Chapter 3 (Income Calculations) cover the procedures for taking applications, calculating income, evaluating eligibility and assigning units. These procedures are similar under both rental and homeownership programs.

Once a resident occupies a unit, management responsibilities differ for rental and homeownership. Chapter 4 discusses rental unit management, focusing on rent calculations and lease enforcement. Chapter 5 discusses special requirements and management responsibilities for homeownership units.

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Finally, Chapters 6 and 7 discuss two activities that help preserve IHA housing units. Chapter 6 describes IHA maintenance responsibilities and outlines the aspects of a sound maintenance program. Chapter 7 discusses resident counseling requirements and the elements of a good counseling program.

THIS GUIDEBOOK SERIES

This guidebook is part of a series of guidebooks for IHAs now under development by HUD. Other books include:

- o The Indian Housing Development Guidebook, which focuses on the development of housing funded through Indian Housing Programs.
- o The Indian Housing Financial Management Guidebook, which focuses on successful financial management of IHA-managed housing.
- o The New IHA Guidebook, which focuses on the legal, organizational and administrative aspects of IHA operations.