



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, DC 20410-8000

OFFICE OF HOUSING

APR 24 2014

MEMORANDUM FOR: All Multifamily Hub Directors  
All Multifamily Program Directors  
All Multifamily Operations Officers

FROM: *Nahell*  
Benjamin Metcalf, Deputy Assistant Secretary,  
For Multifamily Housing, HT

SUBJECT: Multifamily Better Buildings Challenge Incentive: Allowable  
Management Add-On Fees

The Department of Housing and Urban Development, in partnership with the U.S. Department of Energy and the White House, expanded the Better Buildings Challenge (BBC) to include multifamily residential buildings in December 2013. BBC participants have committed to reduce their portfolio energy and water usage by 20 percent within 10 years. The Office of Multifamily Housing Programs has established the subject Management Add-On Fee incentive to address one of the market and policy barriers that Owners/Agents experience in “greening” their properties and achieving the goal of the BBC. **Participation in this incentive is limited to only those Multifamily properties owned by BBC participants**, and applies to Identity-of-Interest, Independent Management Agents, and Owner-Managed BBC Multifamily Housing Projects.

The Management Add-On Fee incentive will help Owners/Agents pay for the additional cost of best practices in energy and water management. Given the BBC requirement for data reporting, this incentive will also help alleviate some of the cost barriers associated with participating in the BBC. Multifamily believes that this incentive will both encourage Owners/Agents to participate in the BBC and ease the financial barriers that Owners/Agents face in incorporating energy and water management best practices into their standard building operations and making energy improvements to their properties as needed.

Owners/Agents operating HUD-insured and HUD-assisted properties are paid a management fee for their services. In addition to the management fees derived from project income, special fees and add-on fees are designed to offset the cost of managing special conditions specific to the property and/or market, and are not a function of project rents or income. Additional information on add-on fees can be found in Chapter Three of HUD Handbook 4381.5, the Management Agent Handbook. The Multifamily Hub/Program Center (Multifamily Hub/PC) establishes a schedule of project characteristics/conditions that warrant add-on fees and a flat fee amount (per unit per month (PUPM)) for each characteristic/condition. Although add-on fees are determined by each Multifamily Hub/PC based on local market and property conditions, the BBC-eligible Management Add-On Fees must be added to all Multifamily Hub/PC schedules upon the issuance of this memorandum. This guidance expands on the current add-on fee options available to Multifamily properties that are part of a BBC portfolio. **This guidance does not modify or replace current Multifamily Management Fee policy for non-BBC participants.**

**2. Limitations to BBC-Eligible Management Add-On Fees:** Each of the above four BBC-eligible Management Add-On fees may not exceed \$1.00 PUPM, per the following schedule:

BBC-Eligible Management Add-On Fee 1: Operations and Maintenance	\$1 /PUPM
BBC-Eligible Management Add-On Fee 2: Tenant Engagement	\$1 /PUPM
BBC-Eligible Management Add-On Fee 3: Data Collection	\$1 /PUPM
BBC-Eligible Management Add-On Fee 4: Benchmarking	\$1 /PUPM

Furthermore, cumulative BBC-eligible Management Add-On Fees may not exceed \$5,000/year per property.

## **PART 2: APPLICATION PROCESS**

**1. Requesting a BBC-Eligible Management Add-On Fee:** Participating BBC Owners/Agents who wish to request an Add-On fee based on this memorandum must submit a revised Management Certification (Form HUD-9839-A, or B) to their local Multifamily Hub/PC office, by mail or electronically (e-mail) and list the requested fees under the Special Fees section of Attachment 1 of that form. Owners/Agents shall copy Multifamily Headquarters on their request, Attn: Lauryn K. Alleva ([Lauryn.K.Alleva@hud.gov](mailto:Lauryn.K.Alleva@hud.gov)). However, Owners/Agents shall direct all questions regarding their request to the appropriate Multifamily Hub/PC office.

When completing Attachment 1 of the Management Certification, Owners/Agents must clearly distinguish any BBC-Eligible Management Add-On Fees from other special fees listed on the form. The time period covered by the BBC-eligible Management Add-On fee(s) shall be the shorter of 10 years or the end of the BBC period for the sponsor's portfolio, starting no earlier than 15 business days after the revised Management Certification is submitted to the Multifamily Hub/PC for review and approval. Additionally, Owners/Agents must include a copy of their BBC Partnership Agreement (this may be signed by the sponsor entity). Forms should be submitted to the applicable Multifamily Hub/PC for review. See Appendix A for an example of how to complete the Special Fees section of Attachment 1 when requesting any of the four BBC-eligible Management Add-On Fees (one-four add-on fees may be requested at once).

**2. HUD Review Process:** Multifamily Hub/PCs should complete BBC-eligible Management Add-On Fee reviews and issue a decision in writing to the Owner/Agent within 15 business days of receiving the revised Management Certification and Better Buildings Challenge Partnership Agreement. If the Owner/Agent does not receive written notice of the results of HUD's review within 15 business days, the Owner/Agent may begin collecting the requested Management Add-On Fees documented in the Management Certification under review. If the results of a HUD review completed after this date indicate that the requested Management Add-On Fees must be reduced or eliminated, these reductions will take effect on the date that the decision is issued to the Owner/Agent by the Multifamily Hub/PC.

**3. Appealing HUD's Decision:** The Owner/Agent may appeal the results of a management fee review to the Multifamily Hub/PC Director. Appeals must be submitted in writing within 30 days after the date of HUD's decision letter. In the appeal, Owners/Agents must detail how their energy efficiency activities at the project satisfy the intent of one or more of the four categories of applicable fees: Operations and Maintenance, Tenant Engagement, Data Collection, and Benchmarking. If agents submit an appeal without the owner's signature, the agent must certify that the owner consents to the appeal. Owners/Agents may not collect the disputed Management Add-On Fee(s) during the appeal period, nor may any fees be collected retroactively, regardless of the decision. The Multifamily Hub/PC Director must issue a decision within 30 days of receiving the appeal request.

## APPENDIX A

Example of how to complete Special Fees section of Form HUD-9839-A, or -B, Attachment 1, when requesting BBC-Eligible Management Add-On Fees.

### 4. Special Fees

Show dollar amount(s), purpose(s) and time period(s) covered. Describe performance standards and target dates for accomplishment of special tasks. (Attach additional sheets, if needed.)

Better Buildings Challenge eligible fees; 10 year program, 6/1/2014-6/1/2024. Contributes toward portfolio-wide goal of 20% energy/water use reduction.

BBC Fee 1: Operations and Maintenance \$1.00 /PUPM

- Developing Green O&M plan; training staff

BBC Fee 2: Tenant Engagement \$1.00 /PUPM

- Making fliers to distribute to tenants quarterly; planning regular outreach activities

BBC Fee 3: Data Collection \$1.00 /PUPM

- Cost of buying and updating energy tracking program "ABCDEF"; technical assistance from company "XYZ"

BBC Fee 4: Benchmarking \$1.00 /PUPM

- Obtaining tenant release forms for utility data; hiring company "QRP" to collect and analyze data

Total BBC fees requested: \$4.00 /PUPM

**\*\*EXAMPLE ONLY\*\***