

Housing Production & Preservation/Asset Management & Loan Servicing

The goal of the asset management & loan servicing program is to support and deliver affordable, quality housing that best meets the needs and priorities of the city. This is done in partnerships with developers (for-profit and non-profit), government agencies, lenders, and community partners.

Asset Management & Loan Servicing Needs

Portland policy requires subsidized properties to remain affordable for up to sixty years. Therefore, there is a great incentive to ensure the sustainability of new and existing affordable housing assets. This is done in partnership with industry partners.

Affordable housing portfolios developed with public funding are facing challenges due to a number of factors:

- Rent-burdened tenants are not able to afford established rents, and owners are limited in raising rents leading to lower revenues, greater eviction rates and higher turnover costs. The cause of this problem is straight-forward, projects were typically underwritten at higher MFI levels than they are currently performing.
- Revenues from sources other than rents are down. Decreased levels of production have meant a drop in development fees.
- There are fewer operating subsidies which have meant diminished levels of operating support for non-profit developers.
- Lending policy has not been aligned with housing policy.
- Lenders have not had a sufficient historical data to inform about appropriate levels of operating support.

Employing an asset management approach to evaluating the state of the City's housing portfolio will allow for:

- Informed underwriting based on current data and historical track records
- Alignment of financing tools with project type, e.g. grants, loans, amortized repayment, cash flow repayment.
- Alignment of underwriting assumptions for tenant services, physical maintenance, quality management, and reserves.

Asset Management & Loan Servicing Program Description

To support the long-term city policy for new and existing rent-restricted affordable housing, the Asset Management & Loan Servicing Program has identified the following main focus areas:

1. Long-Term Financial Stability

For each property (and portfolio of properties) to be stable, its financing must encompass the true operating costs; including costs of maintenance, resident services, and development of a

reserve sufficient to meet the long-term needs of the property. The Asset Management & Loan Servicing Program addresses these needs. The program has the ability to evaluate and analyze financial performances and identify areas in need of attention. Borrowers can also submit restructure requests due to an inability of a project to meet its debt service obligation.

2. Compliance

Compliance is a key component of the asset management and loan servicing program. PHB may be contractually-obligated by project loan documents to monitor and report on certain aspects of a project for up to 60 years. This monitoring and reporting may include:

- Regulatory Compliance
 - Tenant Household Income
 - Project Rent Compliance
- Financial Compliance
 - Project Financial Performance
 - NOI (Net Operating Income)
 - DCR (Debt Coverage Ratio)
 - Reserve Account Contributions and Withdrawals
- Affirmative Marketing
 - Affirmative Marketing/Tenant Screening
 - Management Practices
- Physical Property Inspections
- Capital Needs Assessments

3. Industry Collaboration

In addition to verifying compliance requirements and long term financial stability; PHB looks for opportunities for collaboration between funders, developers, tenants. PHB will continue on bringing on industry leaders to develop best practices and streamline processes which provide cost savings to housing partner providers.

The Asset Management and Loan Servicing Programs continually seek input from borrowers, stakeholders and other PHB programs to improve performance. Over the last two years, PHB has partnered with local and area funders to streamline the compliance process. These efforts will minimize the number of forms a property owner must complete, as well as the amount of time and resource owners must expend on redundant activities. The results of the streamlining work will be rolled out in the next 6-12 months. PHB expects cost savings to both funders and borrowers. Local efforts to streamline compliance requirements and paperwork have received national attention.

4. Links to Services

For residents and projects to be successful, there must be a process in place to assist the housing needs with the housing supply. These issues are primarily addressed through the Housing Access & Stabilization strategies. Structuring projects in way that is sustainable financially and meets compliance requirements while servicing the population in dire need of housing is the function of the Asset Management & Loan Servicing Program.

Program Tools

- Updated underwriting guidelines and compliance objectives
- Industry conversations
- Loan restructures to include a comprehensive review to identify financial hardships
- A coordinated approach to Housing Finance, Asset Management, and Loan Servicing
- Regular review of project financials
- Tenant surveys
- Affirmative Marketing Re-certification forms

Funding and/or Restructure Requests

A project may submit funding and/or restructure requests as follows:

1. A project sponsor may apply through a competitive Notice of Funds Availability (NOFA) process to fund both, capital needs and restructure how its debt to the City is to be repaid; or for the development of a new affordable housing project.
2. A project sponsor may notify the Asset Management and Loan Financing team that it is unable to service its debt to the City and request technical assistance. Following a financial review and, often, an organizational assessment, the team submits the request to PHBs Housing Investment Committee for determination.
3. During its periodic review of the City's affordable housing portfolio, the Asset Management and Loan Servicing team may identify projects experiencing financial hardships and will work with sponsors to identify possible solutions.

Program Eligibility

Asset management and loan financing programs are available to partners that own and/or manage publicly funded housing affordable to households with incomes below 80% MFI. The programs are particularly intended for agencies with housing stock subject to the City's sixty-year affordability requirements.

Potential Barriers

The main limiting factor to the success of the Asset Management and Loan Servicing Program is funding availability. Proposed federal budget cuts and changes to allocation formulae have reduced funding the City has available to undertake these activities.

The industry needs to identify capital resources which would allow a complete recapitalization for all projects in need of assistance. Although the Asset Management and Loan Servicing Program can assist agencies in developing sustainability plans for the projects in their portfolios, a sustainability plan must be implemented consistently over time in order to be successful. Inadequate or deferred project maintenance could jeopardize the sustainability of

the project. In addition, high costs associated with vacancies and turnover rates, unanticipated damage to units, high insurance premiums, high utility costs, and other market conditions may affect the long-term financial viability of the project.

Partner Agencies and Organizations

- The State of Oregon is a key partner in efforts to align financing with project types and to streamline compliance.
- The Housing Development Center (HDC) assists non-profit partners by providing technical assistance on development, restructuring, compliance and asset management.
- The Community Development Law Center assists with the development of model property management agreements.
- Oregon Opportunity Network is an important partner in efforts to develop new underwriting standards. Its members have participated in open and honest discussions, and have provided the City with historical project performance data and with current cost estimates for activities including tenant services, physical maintenance, and quality property maintenance.

Complementary Local, Regional and National Efforts

The importance of preserving affordable housing stock has been acknowledged on a national level, as the increasing cost of new construction makes preservation an imperative. While certain high profile efforts focus on obtaining extended periods of affordability (see strategy on Affordable Rental Housing Preservation and Development), maintaining the financial health of properties is s equally important. See generally, *Resource Mapping: Charting a Course to Successful Social Housing in Portland, Oregon*. The Enterprise Foundation, January 2004.

Geographic Service Areas (Including areas of Low-Income Families and/or Racial/Minority Concentration)

City-wide

MONITORING

A description of PHB's Monitoring program is in Section One