

# Hyder & Company

For over 40 years



Committed to excellence

## Some of our clients

Limited Partnerships

Joint Ventures

Private Investors

Housing Authorities

Non-Profit Corporations

Financial Institutions

State & Federal Government

### Special points of interest:

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### M i s s i o n   S t a t e m e n t

"Hyder & Company is dedicated to realizing the goals of its customers. We feel the health of our managed communities depends on the efficiency of a diverse and talented staff which we are continuously cultivating. By partnering with owners and developers, Hyder's comprehensive programming and services remain focused on providing safe, clean, and active communities that residents are proud to call home."

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Dear Housing Owner:

When Hyder Property Management Professionals was formed, the basic premise was that this would be a Company oriented and responsive to the needs of our customers in the affordable housing field. Our growth would indicate that this was indeed a sound premise from which to begin.

Hyder Property Management Professionals has one primary goal, which is to deliver the highest quality product in the management field. It is impossible to deliver a quality product without first knowing the needs of our customers. For this reason, we are immediately accessible to our residents, owners, and employees. These open lines of communication are the foundation of our success.

I believe that our commitment to technology provides us an additional advantage because it is an important tool to serve the management function. Our use of technology ties separate bits of information together, which assists in effective decision making. However, there is no substitute for personal knowledge and services for our residents. This is our true competitive edge.

We continually strive to upgrade our program knowledge through company-sponsored, as well as agency-sponsored, education programs for employees and residents.

Our experience and knowledge in maintenance programming is second to none. We have a staff of dedicated specialists that have years of experience in apartment management and maintenance. There is virtually no problem that cannot be solved by our professionals.

We feel that our management program is superior. Our employees have been trained with emphasis on accessibility, reliability, and responsibility. Our management program is based on these sound and proven principals of affordable housing management. We invite you to unite with our firm to attain the goals you have set for your apartment community.

Very truly yours,

Hyder Property Management Professionals

Stephen J. Margetic  
President

# Management Objectives

The primary goal of **Hyder Property Management Professionals** is to provide the finest in quality property management services. Therefore, we have set forth the following objectives for our management program that we provide to our owners.

1. **Hyder Property Management Professionals** has the responsibility to preserve and protect the investment of the owner.
2. **Hyder Property Management Professionals** will manage each community as a financially-stable enterprise and maintain it to provide decent, safe, and sanitary housing.
3. **Hyder Property Management Professionals** will make every effort to ensure that additional services are available and directed at improving the lives of our residents.
4. The property will be managed in accordance with the regulatory requirements of the supervising agency.
5. The apartment community will be a long-term affordable housing asset for the community, as well as a pleasant and secure living environment for its residents and the neighborhood.
6. The apartment community will be a catalyst for positive relationships among the residents, management, and the surrounding neighborhood.
7. **Hyder Property Management Professionals** will maintain a continuous line of open communication with our owners, residents, staff members, neighbors, community officials, and other interested parties.

As part of the management agreement, **Hyder Property Management Professionals** will assist the owner in the development of a solid management plan. The management plan will set forth the method by which the management agreement will be implemented to assure that the apartment communities under

contract with our Company will provide the highest standard of living for the residents.



In addition to providing basic and enhanced property management services, **Hyder Property Management Professionals...**



**Promote Stability:** We focus on our residents. Living in quality, affordable housing provides the required peace of mind that comes with a safe & secure place to live, where children and adults can develop families and make connections that last forever. Stable neighborhoods enhance health and residents self-esteem, both of which are critical to helping our residents reach their goals and life-long dreams at school and at the workplace.

**Provide Opportunities:** At many of our community centers, Hyder residents pursue educational and professional goals that lead to increased opportunity, a better job, a better school, and economic independence

**Construct Stepping Stones to Success:** Residents from our professionally managed portfolio have both the knowledge that they are setting and achieving goals, as well as the dignity that comes with determining their own path for the future. Our site managers and staff also set goals and objectives for their own communities that promotes this self-determination.

### **Measuring our Success**



“... I really appreciate so much everything that you have done for me and my family. I know you say that it was just your job, but you really did treat us right. As you know life was difficult for us for awhile, but we were able to save money while living at the apartments. As you know, we now own our home. I hope that others are also able to benefit from this program. Tell your maintenance guy, Juan, to keep up the good work too. He’s awesome...”

*Maria, Former Resident*

“... I love it here. The manager is always nice and helpful, especially when I don’t understand something about my income certification process. And my kids think she’s tough, but fair...”

*Current Resident*

“Her initiative in responding to this issue is appreciated. I think it will make our properties safer and encourage a good relationship between us and the City...”

*Bill Rice  
Property Developer*



We're on the Web  
[www.hyderco.com](http://www.hyderco.com)

# Operations

Property Management of affordable housing has become a complex business, requiring strong systems, significant planning and on-going staff training. **Hyder Property Management Professionals** assist owners in developing the policies and procedures required for meeting their goals.

New and existing owners continue to be attracted to **Hyder Property Management Professionals** for our unique ability to be mindful of their individual priorities, as well as the range and quality of their management options. **Hyder Property Management Professionals** clients generally come from repeat customers, word-of-mouth recommendations, or from an agency of the government due to its reputation of providing quality basic and enhanced property management services.

The basic and enhanced property management activities include:

## Human Resources/Personnel

While many operations around the country lament the scarcity of high-quality staff throughout the affordable housing spectrum, the **Human Resources Department** takes charge of attracting and retaining high-quality staff by focusing on the following key drivers:

1. **Pre-screening and Testing** All applicants are screened by our Human Resources Department to assure the best qualified individuals are placed in vacant positions. A drug-free environment is mandatory at all sites.
2. **Employee Benefits** Senior management works directly with the Human Resource Department to ensure that the best possible employee benefits are made available to every employee.
3. **Staff Development** We develop partnerships, such as Work Place Learning Centers to develop and train staff in areas of Leadership Development, Customer Service and Communication Skills. Fair Housing training is a regular and mandatory component of our continuing education. Computer and on-going company policy training is also a regular part of our staff development. Our managers have and continue to participate in Local Initiatives Support Corporation (LISC) Certified Resident Management Training and Advanced Project Management Classes. An annual three-day Company Conference is held to develop the skills and training needed, as well as to encourage a TEAM approach in all areas of administration and maintenance.

**Tenant Selection** -**Hyder Property Management Professionals** provide all the personnel to do the necessary preliminary application work, tenant screening, and tenant selection for the community. This process includes all necessary qualifying information for the specific program, as well as background checks, credit checks, income verification, and any other regulatory requirements established by the agency under which the development is funded. After the qualifying process is completed, **Hyder Property Management Professionals** give each family an orientation.



Always a hand to help each other...

**Hyder Property Management Professionals** will perform all necessary tenant income recertification at the appropriate time, to be in compliance with the governing agency.

**Rule Enforcement** -All residents have a lease for their premises, with a clear understanding of their obligations under the terms of that lease. Each resident will have other handbooks or information as is necessary to live in the apartment unit.

# On-Site Management

**On-Site Resident Managers** at each community in excess of 15 units.

**Hyder Property Management Professionals** is committed to providing excellent property management services by providing culturally competent on-site staff and team leaders that our owners have come to trust. This is a way of life rather than a requirement imposed by a governmental and/or private entity.

**Maintenance Professionals** trained with health and safety as a priority using the premise that when employers and workers jointly and voluntarily create and maintain an effective health and safety program in their own workplaces, the human and financial cost of workplace injuries and illnesses will be minimized. **Hyder Property Management Professionals** believe that supporting health and safety programs lead to a larger reduction in injuries than OSHA regulatory compliance alone. For this reason, we have a Director of Safety and Maintenance at the corporate office to monitor the overall health and safety issues of our portfolio.

**Hyder Property Management Professionals** will provide a written maintenance program that will be adhered to on a regular basis by the staff, and other contract vendors. This will include corrective maintenance as well as preventive maintenance programs on an on-going basis.

**Hyder Property Management Professionals** performs a semi-annual inspection of each apartment unit so as to determine the needs of the maintenance program, as well as determine the housekeeping efficiency of the individual tenants. The results of these inspections are written up in the form of work orders, or instructions to the tenant on a case-by-case basis.

**Regional Managers** clarify roles and responsibilities of the on-site staff, assure that individual goals and objectives are met, and review and adjust objectives, using key indicators to measure progress. Each apartment community is assigned a supervisor who is responsible for the overall operation of the property. Each property is inspected regularly for appearance, maintenance, tenant services, and office procedures. We provide immediate response to the results of our inspections.

Hyder Property Management Professionals is committed to implementing energy efficient solutions at our communities. From selecting Energy Star appliances, regularly servicing appliances and systems, and educating residents about energy efficiency and saving programs, to working with owners on green rehabilitation and solar transitioning, we make energy efficiency an important part of our management practice.



# Policy Development & Compliance

It is through the careful development of policies and procedures that site and regional staff is able to develop and maintain healthy occupancy and reporting figures and statistics. The Director of Compliance works with the regional managers and site managers on all compliance issues. Activities include preparation of those reports required by our owners, syndicator, and various funding institutions.

Our Manager's Handbook contains instructions, forms, and letters that site managers and regional managers reference on a regular basis. This Handbook is updated as regulations change.

**Hyder Property Management Professionals** exclusively manages tax credit and other assisted housing units on a fee basis. We have only limited ownership interest in any properties that we manage. We do not compete with our owners.

# Budget & Finance

## Hyder Property Management Professionals:

- Maintain a staff of accounting personnel to maintain the books and records of each apartment community.
- Pay all bills and generate financial reports.
- Collect all rents and disburse all funds for the property.
- Deposit all funds in a bank insured by the FDIC.
- Establish a reserve-for-replacement account to make periodic deposits for the future replacement of major structural items in the complex, such as roofs, carpeting, parking lots, mechanical systems, and other replacement items that will be necessary over the life of the property.
- Prepare an annual budget for the Owners approval each year. Our company also, as is needed, requests and implements rental increases on behalf of the Owner.
- Submit to the Owners monthly reports as to income and expenses, together with any other reports provided for in the management agreement.

# Miscellaneous

## Risk Management

We will obtain bids from various insurance agencies for the permanent insurance of the property. Our insurance brokers will also make recommendations that we will share with the Owner as to other insurance needs for the protection of the Owner. Hyder Property Management Professionals maintains an employee dishonesty policy that provides up to \$500,000.00 of coverage.

## Grant Writing

We have a grant writing program that actively identifies the needs of the residents in our communities and seeks grant funds to help provide these programs and services.

## Security

We will make recommendations to the Owner on a case-by-case basis of any additional security needs of the property.

## Resident Relations

We will protect and preserve the rights to privacy and other rights of our residents. We will maintain the records in a confidential manner during the term of our contract. All site and supervisory management and maintenance personnel will be required to abide by the policies and standards for appropriate behavior with residents. Where required by a regulatory agency, we will establish an appeals procedure to be used by residents in the event that differences cannot be resolved between the manager and tenants.

## Meetings

We anticipate that a representative of our company will attend monthly meetings with the Owners if requested by the Owners. We will make every effort to assist in implementing Owner policies and programs for the benefit of all residents. We will maintain a continuous program of communication and accessibility with our residents, staff members, and Owners, for the benefit of the operation of the community.

Properties in our portfolio have ranged in size from 12 units to 558 units and from 20,000 sq. ft. of land to over 40 acres. The sites have had as few as two buildings to over 100 buildings.