

Mayor's Office of Housing and Community Development
City and County of San Francisco



London N. Breed
Mayor

Daniel Adams
Director

April 16, 2024
CALL FOR SUBMISSIONS

2023 Annual Monitoring Report and Senior Restricted Annual Monitoring Report
(plus revised Serious Incident Protocol, information about housing counseling services for annual income recertifications and marketing reminder)

The Mayor's Office of Housing and Community Development (MOHCD) is pleased to announce the availability of the Annual Monitoring Report (AMR) forms for Reporting Year 2023 (RY2023). The AMR forms are now available to be downloaded from the [Compliance Monitoring](#) page of the MOHCD web site. In addition, training videos on how to complete the AMR are available. See Section 1 below for more information.

AMR Deadline: In general, the report is due five months from the last day of the 2023 business year of a project. To determine the deadline for a specific project, review [this document](#), which contains a list of all projects whose business years ended or will end in calendar year 2023. For many projects whose business year ended December 31, 2023, the AMR report will be due on May 31, 2024, for the period 1/1/2023-12/31/2023.

NEW Senior Restricted Annual Monitoring Report: Newly added to the AMR for RY2023 is a supplemental Senior Restricted Annual Monitoring Report (SR-AMR) for buildings that are contractually obligated to serve seniors, age 55 and older. See Section 2 below for more information.

Section 1: Annual Monitoring Report (AMR)

Completion and Submission Instructions

The Annual Monitoring Report consists of the following four parts:

I. AMR_RY2023 – project name.xlsx – This is a Microsoft Excel spreadsheet that is comprised of the following worksheets:

- | | |
|----------------------------|--|
| Instructions | 5. Project Financing |
| 1 A. Property & Residents | 6. Services Funding |
| 1 B. Transitional Programs | 7. Supplementary Audit Info. Required by MOHCD |
| 2. Fiscal Activity | ➤ Completeness Tracker |
| 4. Narrative | |

Provide all applicable information that is requested in the worksheets 1A, 1B, 2, 4, 5, 6 and 7. Use the Instructions to help you complete each form and the Completeness Tracker to help you to determine when each worksheet is complete.

Use Question #1 on the Narrative worksheet to explain any data that you provide that may be unclear or better understood with additional information. In addition, certain questions in this report prompt you to supply an explanation for your answers on the Narrative worksheet. Failure to supply the required explanation will render your submission incomplete.

Attention: Submit this report as an Excel file only; do not convert it to pdf or another file type. Changing the format of AMR_RY2023.xlsx without MOHCD's prior approval is not allowed. Do not overwrite any validations for any of the cells, alter any formulas or add or delete any rows or columns. If you need to revise the form in order to successfully complete the report, submit a request to moh.amr@sfgov.org.

II. Owner Compliance Certification Form and Documentation of Insurance

The certification form is a Microsoft Word document that must be completed, signed and dated by the Executive Director (or other authorized officer) of the entity that owns the project. Scan the form along with documentation of insurance and email it to MOHCD as a single document. For each project, you must provide certificates of liability insurance and property insurance that are current as of the date of submittal of the AMR.

III. Audited Financial Statements

Provide financial statements for the project for Reporting Year 2023. They must be prepared by a certified public accountant in accordance with generally accepted accounting principles, applicable regulations and laws and with the City's "[Audit Requirements for MOHCD-Funded Projects](#)" a copy of which is posted on [MOHCD's Compliance Monitoring web page](#). If the project is owned by a single asset entity, provide separate financial statements just for the project, otherwise provide audited statements for the parent corporation. Also include copies of any Management Letters and special notes from the auditor that pertain to the property and the financial statements.

MOHCD's audit requirements call for the preparation of a supplemental section to the financial statements that includes the following:

- schedule of operating revenues
- schedule of operating expenses
- computation of cash flow/surplus cash
- summary of project reserve activity

The supplemental section may be prepared by using worksheet #7 of the AMR or a form generated by the accounting system of the project owner or the auditor.

IMPORTANT: Audited financial statements are a required submittal of the Annual Monitoring Report. Do not submit the AMR until the audit has been finalized.

IV. Waiting List

Submit a copy of the project's waiting list that is current as of the date of submittal. The waiting list must include the following information for each person or household who has applied to live at the project and is still waiting to be considered for an available unit:

- name of head-of-household
- contact information
- date of application
- number of people in the household
- stated household income
- desired unit size

This requirement is not applicable to transitional housing projects, residential treatment programs, shelters, group homes or permanent supportive housing for homeless people that is leased through a closed referral system.

Report Submission

Completed AMRs must be submitted electronically, via one email message per project to moh.amr@sfgov.org. If the documents that comprise the report are too large to attach to a single email, compress the files into a zip file and attach it to the email.

AMR Training – On-Demand Videos

To facilitate completion of the AMR by project sponsors, MOHCD has created training videos that provide step-by-step instructions on how to complete the Excel reporting form and how to submit the report overall. These video modules vary in length from two to 30 minutes and may be viewed on-demand from the [Compliance Monitoring](#) page of the MOHCD web site. We strongly encourage all persons who

are involved in preparing the AMR to watch the videos. If you experience any technical difficulties with accessing and viewing the videos, please contact Ricky Lam at ricky.lam@sfgov.org or 628-652-5813.

Section 2: Senior Restricted Annual Monitoring Report (SR-AMR)

In accordance with the City's commitment to racial equity and to San Francisco residents, MOHCD will be conducting periodic program evaluations that will include surveys, self-assessments and reporting on impacts and outcomes of its senior restricted, affordable housing developments. Beginning with Reporting Year 2023 (RY 2023) AMR cycle, sponsors of affordable housing developments that serve seniors are now required to submit a Senior Restricted Annual Monitoring Report (SR-AMR). Data from the SR-AMR will enable MOHCD to evaluate services programs at senior housing developments and to recommend and make improvements that may help seniors to sustain their housing for as long as they are able to live independently, with or without a caregiver.

Through the SR-AMR, Sponsors must provide information about resident, non-housing basic needs, community-building, service coordination and linkages and other services.

This requirement is only applicable to affordable housing projects that are contractually obligated to serve seniors aged 55 years or older. Information from the SR-AMR will be used as a basis for making recommendations for program improvement of MOHCD's senior housing portfolio.

Applicability

To determine if a project is required to submit the SR-AMR, click on this [link](#) that contains a list of all senior projects whose business years ended in calendar year 2023.

Deadline

For projects whose business year ended December 31, 2023, the SR-AMR report will be due on June 30, 2024, for the period 1/1/2023-12/31/2023.

This link, [SR-AMR RY2023](#), is an online form comprised of the following parts:

- | | |
|-----------------------------------|--------------------------------------|
| Instructions | 5. Service Coordination and Linkages |
| 1. Basic Information | 6. Other Services |
| 2. Annual Resident Surveys | 7. Program Learnings |
| 3. Non-Housing Basic Needs | |
| 4. Training and Skill Development | |

Report Submission

All SR-AMRs must be completed using this link to the [SR-AMR RY2023](#). One submission per project. For questions or technical assistance, email mohcd.sosdesk@sfgov.org.



Section 3: Resources

Serious Incident Protocol – Revised to Include Systems/Equipment Failure

MOHCD has revised the [Serious Incident Protocol](#) to include in the definition of “serious incident” the failure of major systems or equipment in a building. If the elevator service, heat, hot water, electricity, cooking fuel or life/safety system is offline for more than 24 hours, project owners shall notify MOHCD of the incident in accordance with the revised protocol. The notification must be in writing and provided as soon as possible after the incident has occurred. The revised protocol also calls for the notification to include a description of how the needs of the affected tenants will be met while the problem is being corrected.



Housing Counseling Services – Available to Support Annual Income Recertifications

The housing counseling services funded by MOHCD are available to assist your tenants with the annual income recertification process. To promote the availability of this service to your residents, we ask that you include the following language in all annual income recertification notices:

If you need help, please contact HomeownershipSF.

Si necesita ayuda, póngase en contacto con HomeownershipSF.

如果您需要幫助，請聯繫 HomeownershipSF.

Kung kailangan mo ng tulong, mangyaring makipag-ugnay sa HomeownershipSF.

415.202.5464 (phone/teléfono/電話/telepono) --- info@homeownershipsf.org

(email/correo electrónico/電子郵件)



Marketing Procedure for Available Units and Waiting List Openings

Before advertising the availability of units for lease in a project or the opening of the waiting list, owners and property managers must notify MOHCD of this action by completing a Marketing Plan Template and submitting it to the assigned staff person on MOHCD’s asset management and compliance monitoring team. The template is available on the [Compliance Monitoring](#) page of our web site, under “Marketing

Requirements for MOHCD-Financed Multifamily Rental Projects.” Owners and managers of projects funded under the Small Sites Program or the Housing Preservation Program should follow the procedures in the [Marketing and Leasing Manual](#) for those programs and use the [related forms](#).

Once the marketing plan is approved, MOHCD will post information about the available units or opening of the waiting list on [DAHLIA](#) – the City’s internet portal where members of the public may get information and apply for affordable housing. General information for people seeking affordable housing in San Francisco can also be found on our web site at [this location](#).