BETHANY HOUSE SERVICES, INC.

REQUEST FOR PROPOSALS

Third-Party Property Management Services

New 4% LIHTC Family Housing Development
250 & 264 William Howard Taft Road | Cincinnati, Ohio 45219

CONFIDENTIAL AND PROPRIETARY

RFP Issued	Friday, September 11, 2026
Questions Due	Tuesday, September 22, 2026, 5:00 p.m. ET
Responses to Questions	Friday, September 25, 2026
Proposal Due	Friday, October 9, 2026, 5:00 p.m. ET
Proposer Interviews	October 14-15, 2026
Anticipated Selection	Wednesday, October 21, 2026

BHS intends to select a property management firm before the anticipated October 30, 2026, LIHTC application submission.

Submit proposals electronically to: **propertymanagement@bhsinc.org**
Attention: Crystal Holliday, Chief Financial Officer

Confidentiality Notice

This RFP and all exhibits, attachments, and supplemental materials provided by Bethany House Services, Inc. (BHS) in connection with this solicitation are confidential and proprietary in their entirety. The materials contain nonpublic information regarding a proposed affordable housing development, including information concerning a site that remains subject to a purchase contract, preliminary architectural concepts, site plans, unit layouts, development assumptions, financing and funding information, and other project information. These materials are provided solely for purposes of evaluating this opportunity and preparing a response to the RFP. Recipients may not distribute, publish, disclose, reproduce, or use the materials for any other purpose without BHS prior written consent. A proposer may share the materials with its employees, advisors, consultants, or other representatives who have a need to know for purposes of preparing the proposal, provided those individuals are informed of and agree to maintain the confidential nature of the information. All development concepts, plans, layouts, unit counts, funding sources, schedules, and other project information are preliminary and subject to change.

Proposer Confidential or Proprietary Information. Proposers should clearly identify the specific portions of their proposals that they consider confidential or proprietary. BHS will handle information so identified consistent with applicable law and BHS policies. BHS does not provide a blanket guarantee of confidentiality for proposal submissions.

1. Introduction and Purpose

Bethany House Services (BHS) is soliciting proposals from qualified, licensed, and insured third-party property management firms to provide pre-development advisory, lease-up, compliance, and full-service property management for a new affordable family housing development planned at 250 & 264 William Howard Taft Road in Cincinnati, Ohio. BHS is developing the project in partnership with Urban Sites, who will act as the co-developer and general contractor.

The project, currently referred to for RFP purposes as Wm. Howard Taft Apartments, is anticipated to contain 89 two- and three-bedroom units and to be financed as a 4% Low-Income Housing Tax Credit (LIHTC) development with tax-exempt bonds. Current underwriting uses the assumed income levels shown in the preliminary unit mix below. These assumptions are for underwriting and RFP planning purposes and do not represent final LIHTC unit designations. Final income and rent designations will be established through the LIHTC application, underwriting, and closing process.

BHS seeks a management partner with demonstrated Ohio LIHTC experience, significant experience managing income-restricted family housing (parent(s) plus minor-age children and/or related individuals), strong Cincinnati-area operating capacity, and the systems and staff necessary to protect long-term compliance, physical condition, resident experience, and financial performance. Because the development is expected to consist entirely of two- and three-bedroom units, experience serving families at restricted income levels is a priority. The selected firm must also have the ability to provide dedicated on-site management and/or leasing staff if BHS and the project team determine that an on-site model is appropriate.

2. Procurement Objectives

- Select an experienced affordable-housing management agent capable of supporting the project before construction completion, through initial lease-up, and during stabilized operations.
- Establish clear accountability for LIHTC compliance, HOME-assisted rental unit compliance, tax-exempt bond requirements, fair housing, and any other affordability or rental-assistance requirements applicable to the final financing structure.

- Obtain a practical lease-up plan and staffing model appropriate for a family development with primarily two- and three-bedroom units.
- Obtain transparent pricing for management, compliance, lease-up, maintenance, accounting, and other services.
- Ensure BHS retains appropriate owner oversight, access to records and systems, approval authority, and audit rights.

3. Project Overview

Owner/Sponsor	Bethany House Services, Inc.
Co-Developer	Urban Sites
Location	250 & 264 William Howard Taft Road, Cincinnati, Ohio 45219
Development Type	New construction affordable family housing
Estimated Units	~89 units
Unit Mix	38 two-bedroom units and 51 three-bedroom units; see preliminary unit mix below
Financing	4% LIHTC and tax-exempt bonds. Anticipated layering may include HOME funds, tenant-based rental assistance, HUD Continuum of Care Rapid Re-Housing and/or Permanent Supportive Housing assistance, and units subject solely to income restrictions. The project is not anticipated to include project-based vouchers. Final sources are subject to underwriting and award.
Anticipated Affordability	See preliminary unit mix by assumed income level below. Final LIHTC designations may differ from the underwriting assumptions.
Anticipated Construction Start	Summer or Fall 2027, subject to financing and approvals
Resident Profile	Income-restricted family housing; all residential units expected to be two- and three-bedroom units
LIHTC Minimum Set-Aside	Average Income Test is currently anticipated. Current underwriting includes assumed income levels from 30% through 80% AMI. Final election, qualifying group, and unit designations remain subject to the LIHTC application, OHFA, tax counsel, and closing requirements.
Anticipated Lease-Up	Pre-leasing and lease-up activities anticipated to begin in late 2028 for initial tenancy in early 2029, subject to construction completion, placed-in-service timing, regulatory approvals, and unit availability.

Preliminary Unit Mix by Assumed Income Level

Bedroom Type	Approx. Unit Size	Assumed Income Level	Units
2 Bedroom	900 SF	30% AMI	2
2 Bedroom	900 SF	40% AMI	8
2 Bedroom	900 SF	50% AMI	10

2 Bedroom	900 SF	60% AMI	9
2 Bedroom	900 SF	80% AMI	9
3 Bedroom	1,100 SF	30% AMI	3
3 Bedroom	1,100 SF	40% AMI	7
3 Bedroom	1,100 SF	50% AMI	20
3 Bedroom	1,100 SF	60% AMI	11
3 Bedroom	1,100 SF	80% AMI	10
TOTAL			**89**

Source: current project underwriting, page 2 of the Bethany House 4% pro forma dated August 31, 2026. Assumed income levels are preliminary underwriting assumptions and are not final LIHTC unit designations.

4. Regulatory and Compliance Framework

The selected manager will be responsible for performing its duties in accordance with all requirements applicable to the project, including the final partnership/operating agreement, extended use agreement, regulatory agreements, loan and bond documents, investor requirements, approved tenant selection plan and management plan, and BHS policies.

- Internal Revenue Code Section 42 and applicable Treasury regulations governing LIHTC.
- Average Income Test requirements under IRC §42(g)(1)(C), including unit-level income designations, maintenance of a qualifying group whose designated imputed income limitations average no more than 60% AMI, and the distinct compliance implications of 20%, 30%, 40%, 50%, 60%, 70%, and 80% AMI designations.
- Tax-exempt bond requirements under Internal Revenue Code Section 142(d), as applicable.
- OHFA LIHTC compliance requirements, forms, reporting systems, utility allowance requirements, and current compliance guidance.
- Current income and asset determination requirements used by the LIHTC program, including applicable HOTMA-related changes adopted by OHFA and any other funding or rental-assistance programs ultimately included in the project.
- Fair Housing Act, Section 504 where applicable, Americans with Disabilities Act requirements applicable to the property, Violence Against Women Act requirements where applicable, and all federal, state, and local nondiscrimination requirements.
- Applicable requirements for tenant-based rental assistance and other rental-assistance programs ultimately serving residents, including coordination with the applicable public housing authority or administering entity.
- Applicable OHFA physical inspection and compliance monitoring requirements, together with any other inspection standards triggered by the project's final financing or rental-assistance sources.
- All lender, investor/syndicator, insurer, and bond issuer/trustee requirements incorporated into the project documents.

5. Scope of Services

5.1 Pre-Development and Construction-Phase Advisory

- Participate as an active property-management advisor during pre-development and construction, beginning at a mutually agreed point before construction completion. Provide practical input on design, operating assumptions, lease-up readiness, compliance, staffing, maintenance, security/access, resident experience, and other decisions that may affect long-term property operations.
- Review plans from an operations perspective, including management office, leasing space, mail/package areas, trash, security/access control, unit durability, maintenance access, storage, common areas, site circulation, and resident-facing amenities.
- Advise on and help inform the project operating budget and operating pro forma, including assumptions for staffing, utilities, service contracts, maintenance needs, replacement planning, management fees, and other property operating costs.
- Review proposed unit mix, rents, utility allowances, tenant-paid utilities, fees, deposits, and lease-up assumptions for operational feasibility and compliance.
- Develop a transition/readiness schedule for management systems, staffing, marketing, leasing, compliance files, vendors, supplies, warranties, keys, asset inventory, and building turnover.
- Coordinate with ownership and the development/construction team regarding punch-list, warranty, turnover, and initial occupancy issues.

5.2 Marketing, Pre-Leasing, and Initial Lease-Up

- Prepare and execute a written marketing and lease-up plan, including affirmative fair housing marketing as required, with pre-leasing and lease-up activities anticipated to begin in late 2028 for initial tenancy in early 2029, subject to construction completion, placed-in-service timing, regulatory approvals, and unit availability.
- Recommend leasing office setup, staffing levels, advertising channels, outreach partners, waiting-list procedures, and pre-leasing milestones.
- Develop an absorption schedule and report weekly during active lease-up on applications, approvals, denials, certifications, leases, move-ins, unit availability, and barriers to absorption.
- Describe and implement proactive strategies to achieve and sustain target occupancy, minimize avoidable vacancy and turnover, and address emerging leasing or occupancy challenges. Respond promptly to unexpected vacancies or absorption issues with recommended corrective actions and reporting to BHS.
- Process inquiries and applications; conduct lawful screening; issue required notices; maintain applicant and waiting-list records; execute approved leases and addenda; and coordinate move-ins.
- Establish procedures for residents using tenant-based rental assistance and other rental assistance applicable to the project. Coordinate with the applicable public housing authority or administering entity, through and in coordination with BHS as owner, on inspections, rent reasonableness, required documentation, payment setup, and ongoing program compliance.
- Coordinate initial tenant files and certifications so that first-year LIHTC credits and placed-in-service/lease-up requirements are protected.

5.3 LIHTC and Affordable Housing Compliance

- Determine and document household eligibility at initial occupancy using current applicable income and asset rules, verification methods, household composition requirements, full-time student rules, and other Section 42/OHFA requirements.

- Complete initial tenant income certifications and any recertifications required for the project, including supporting verifications, signatures, effective dates, household composition, student status, and other required documentation.
- Use current OHFA tenant certification forms, DevCo, and other required compliance systems and documentation.
- Maintain accurate unit designations, building/project designations, applicable fractions, minimum set-asides, income limits, rent limits, utility allowances, household composition, and maximum gross rents.
- Monitor and correctly apply the available unit rule, vacant unit rule, tenant-transfer rules, full-time student rule, general public use requirements, and other Section 42 requirements applicable to the project.
- Prepare owner certifications and compliance reports; support BHS, as owner, in responding promptly to OHFA, OCCH as anticipated syndicator, lenders, auditors, and other monitoring requests; submit tenant files and operating information through required systems as authorized by BHS; and timely cure management-related findings.
- Maintain a compliance calendar and a documented tenant-file review process appropriate for the firm's management structure. Identify the staff responsible for reviewing LIHTC files and resolving compliance questions.
- Promptly notify BHS of material LIHTC noncompliance, unresolved file issues, missed regulatory deadlines, casualty events, or other matters that could affect tax credits, investor requirements, or the project's qualified-unit status.

5.4 Leasing and Resident Management

- Maintain occupancy and resident retention through responsive, mission-aligned management.
- Collect rents and other approved charges; maintain resident ledgers; manage delinquencies; establish repayment arrangements when authorized; and pursue lease enforcement in accordance with law and BHS-approved policies.
- Manage lease renewals, transfers, notices, reasonable accommodation/modification requests, grievances/complaints, move-ins, move-outs, security deposits, and unit condition documentation.
- Advise BHS on tenant selection criteria, lease forms and addenda, house rules, screening standards, fees, deposits, and rent schedules based on applicable law, LIHTC and other program requirements, market practice, and the manager's affordable-housing expertise. Implement the final documents and policies approved by BHS and required project stakeholders.
- Coordinate resident communications and, where appropriate, referrals to community resources while preserving the manager's responsibility to enforce leases and protect the property.
- Maintain 24/7 procedures for resident emergencies and material incidents.
- Recommend and, as agreed with BHS, support resident engagement, community-building activities, or programming appropriate for income-restricted family housing. The manager should identify activities it has successfully introduced at comparable properties, including whether programs are manager-led, delivered through community partnerships, or supported through resident-service coordination and how associated costs are funded.

5.5 Maintenance, Physical Asset Management, and Vendor Oversight

- Provide or coordinate routine, preventive, turnover, grounds, janitorial, and emergency maintenance.
- Develop and provide BHS an annual schedule of preventive maintenance and other planned maintenance for building systems, equipment, units, common areas, and site improvements, and update the schedule as conditions or operating needs change.

- Maintain a work-order system with priority levels, aging, completion documentation, resident communication, and monthly reporting.
- Provide a new-construction maintenance and warranty-management approach that anticipates building-system commissioning, punch-list and warranty items, recurring defects, seasonal adjustments, and other maintenance needs that may emerge as a newly constructed property settles into operations.
- Maintain property, unit, key, appliance, equipment, warranty, and fixed-asset inventories.
- Prepare for and respond to OHFA compliance reviews and inspections, together with lender, investor, insurer, code, and other inspections applicable to the project.
- Procure and supervise qualified vendors in accordance with BHS procurement policies and the approved operating budget; obtain required competitive quotes or bids when applicable; maintain required vendor insurance; disclose related-party arrangements and rebates/commissions; and pass all discounts and rebates due to the property through to the property.
- Obtain BHS prior written approval for any single capital expenditure of $5,000 or more, any unbudgeted expenditure or contract requiring approval under BHS procurement policies, extraordinary repairs outside delegated authority, related-party contracts, and contracts extending beyond the management agreement. Emergency action necessary to protect life, safety, property, or essential services may proceed without advance approval, with prompt notice to BHS and supporting documentation.

5.6 Financial Management and Accounting

- Prepare an annual operating budget, rent schedule, staffing budget, capital/replacement plan, and supporting assumptions for BHS approval.
- Operate within the approved budget and obtain advance approval for material unbudgeted expenditures or budget reallocations as required by the management agreement.
- Collect and deposit property receipts promptly into owner-controlled or owner-designated accounts; maintain separate operating, security deposit, reserve, and other required accounts without commingling.
- Provide full-cycle property accounting, including accounts payable, accounts receivable, general ledger, bank reconciliations, accruals, prepaid/deferred items, fixed assets, and month-end close.
- Maintain appropriate property-management accounting controls over cash receipts, disbursements, vendor payments, bank reconciliations, and resident ledgers.
- Support annual financial statement audits, tax-credit cost/certification matters as applicable, investor reporting, lender reporting, and BHS financial review.
- Provide BHS reasonable access to property financial and operating information through the manager's reporting system or owner portal, when available.

5.7 Required Reporting

At a minimum, the selected manager will provide a monthly owner reporting package in a format approved by BHS, including:

- Balance sheet, income statement, budget-to-actual variance report with explanations, general ledger, and bank reconciliations.
- Rent roll, occupancy/vacancy report, leasing traffic and pipeline, move-ins/move-outs, delinquency/aging report, and collections activity.
- Accounts payable aging, cash position, reserve activity, capital expenditures, and forecasted cash needs.
- Work-order summary and aging, turnover status, preventive maintenance status, inspection findings, incidents/claims, and major vendor issues.
- LIHTC/compliance dashboard, upcoming certifications/recertifications, file-audit results, unresolved compliance items, utility allowance/rent-limit changes, and required regulatory submissions.

- Staffing report, including vacancies or material changes affecting service delivery.

BHS anticipates monthly reports no later than the 10th business day following month-end, subject to negotiation. The selected manager must also provide reports required by OHFA, OCCH as anticipated syndicator, lenders, bond parties, auditors, and other project stakeholders within required deadlines. OCCH currently uses its PIXUS Partner Portal for functions that include tenant-file submission, monthly and quarterly reporting, annual operating budgets, audits, tax returns, and reserve requests; final project-specific requirements will be incorporated when available.

5.8 Records, Systems, Cybersecurity, and Owner Access

- Maintain complete applicant, resident, compliance, financial, maintenance, vendor, incident, and property records for the retention periods required by applicable law and project documents.
- Maintain secure electronic records with role-based access, backup, business continuity, and reasonable cybersecurity safeguards.
- Protect confidential resident and owner information and describe controls for personally identifiable information.
- Permit BHS and its authorized representatives, auditors, lenders, investors, regulators, and counsel to inspect and copy project records as permitted by law and project documents.
- All project records and data are property records and must be delivered to BHS or a successor manager promptly upon request or termination in a usable electronic format.

6. Owner Oversight and Reserved Authority

The final management agreement will define delegated authority. BHS presently expects to retain approval authority over at least the following:

- Annual operating and capital budgets and material budget revisions.
- Rent schedules, utility allowances, tenant selection plan, lease form, house rules, screening criteria, fees, deposits, and material resident policies.
- Property staffing plan and material changes to key management/compliance personnel assigned to the project.
- Unbudgeted expenditures and contracts above thresholds established by BHS procurement policies; any single capital expenditure of $5,000 or more; related-party vendors; and contracts with terms extending beyond the management agreement.
- Settlement of material resident claims, litigation strategy, evictions when owner approval is required by policy, insurance claims, and material regulatory responses.
- Use and release of replacement reserves or other restricted accounts.

7. Minimum Qualifications

- Demonstrated multifamily property management experience, including meaningful experience managing LIHTC properties through lease-up and/or stabilized operations.
- Current experience managing Ohio LIHTC properties and working with OHFA compliance requirements. Demonstrated hands-on experience managing LIHTC properties under the Average Income Test, including properties with 80% AMI-designated units, is mandatory and not waivable.
- Demonstrated working knowledge of core Section 42 compliance concepts, including initial qualification, rent restrictions, building- versus project-based rules, applicable fraction, minimum set-aside, available and vacant unit rules, tenant transfers, full-time student requirements, and state-agency compliance monitoring.

- Demonstrated experience managing income-restricted family housing, with a strong preference for properties containing substantial numbers of two- and three-bedroom units and serving households across multiple restricted AMI levels.
- Experience administering layered affordable-housing programs, including tenant-based rental assistance, HOME, and HUD Continuum of Care Rapid Re-Housing and Permanent Supportive Housing assistance, is strongly preferred in addition to demonstrated LIHTC expertise.
- Qualified compliance staff with recognized affordable-housing credentials or equivalent demonstrated expertise (e.g., Tax Credit Specialist, Housing Credit Certified Professional, Certified Occupancy Specialist, or comparable credentials).
- Licensed Ohio real estate broker/management authority as required by Ohio law and all other licenses required to perform the services.
- Established Cincinnati-area presence and sufficient local/regional staffing capacity to provide responsive day-to-day oversight, 24/7 emergency response, and dedicated on-site property management, leasing, or maintenance staff if BHS determines an on-site staffing model is necessary.
- Insurance coverage appropriate for third-party multifamily management, including commercial general liability, workers' compensation, automobile where applicable, crime/fidelity, cyber/privacy, and professional/E&O coverage as appropriate.

8. Proposal Requirements

Proposals should be organized in the order below and should be sufficiently detailed to permit BHS to evaluate the proposed management approach.

8.1 Executive Summary

- Firm overview; understanding of the project; why the firm is a strong fit; proposed start point for pre-development involvement.

8.2 Firm Experience and Capacity

- Years in business; ownership structure; Cincinnati-area office location(s); number of Cincinnati-area properties and units currently managed; total units under management; LIHTC units under management; family LIHTC portfolio; number of Average Income Test properties currently managed; current Ohio/OHFA portfolio; and current workload/capacity. Also identify the number of new-construction LIHTC developments for which the firm became involved during pre-development before initial lease-up. Describe how the firm has staffed comparable new-construction properties from pre-development through pre-leasing, lease-up, initial occupancy, and stabilized operations.

8.3 Comparable Property Experience

- Provide at least three comparable Ohio LIHTC properties, with priority given to income-restricted family developments containing two- and three-bedroom units. Identify unit count, bedroom mix, AMI designations, minimum set-aside election (including whether Average Income Test is used), funding programs, lease-up role, years managed, owner, investor/syndicator, and reference contact.
- For each comparable property, note whether the firm handled initial lease-up, tenant income certifications, OHFA monitoring, correction of compliance findings, annual owner certifications, and investor file reviews. For new-construction examples, describe the firm's maintenance role during turnover, warranty administration, commissioning, and the first years of operation as building systems and the property settled into use.

8.4 OHFA / Investor / Lender Experience

- Describe experience with OHFA, OCCH and other Ohio syndicators/investors, tax-exempt bond developments, HOME, tenant-based and project-based Housing Choice Vouchers, HUD Continuum of Care rental assistance, compliance monitoring, audits, tenant-file reviews, investor/lender reporting, and systems such as OHFA DevCo and OCCH PIXUS where applicable.

8.5 Proposed Team and Staffing Plan

- Organizational chart; Cincinnati-area and regional oversight; proposed property manager; leasing staff; maintenance staff; compliance staff; accounting staff; expected on-site presence during lease-up and stabilized operations; the firm's ability to establish a dedicated on-site staffing model if requested; resumes and certifications of key personnel; and contingency plan for vacancies/turnover. Provide a proposed staffing ramp-up showing how roles, on-site presence, and staffing levels would change from pre-development through late-2028 pre-leasing, early-2029 initial occupancy, active lease-up, and stabilized operations.

8.6 Pre-Development and Lease-Up Plan

- Describe the firm's experience becoming involved before completion of new-construction LIHTC developments and provide at least two examples where the firm advised the owner/development team during pre-development. Explain the timing and scope of involvement and identify recommendations the firm made regarding design/operations, operating budgets, staffing, maintenance, security/access, compliance readiness, marketing, or lease-up. Based on the project information, preliminary unit mix and underwriting rent assumptions, and tentative site plan/unit layouts included with this RFP, recommend when the firm should be engaged and describe its proposed approach to construction-phase coordination, marketing and affirmative marketing, pre-leasing, waiting-list development, absorption, staffing ramp-up, unit turnover/acceptance, initial certifications, tenant-based and other rental-assistance coordination, and lease-up reporting. BHS is seeking the proposer's recommended approach and does not expect a fully developed lease-up plan at the RFP stage.

8.7 LIHTC Compliance Experience and Approach

- Describe the firm's LIHTC compliance approach, including initial tenant certification; income and asset verification; household composition and student-status review; building/project designations; applicable fraction and minimum set-aside monitoring; rent and utility allowance controls; Available Unit Rule and Vacant Unit Rule; tenant transfers; OHFA forms and DevCo experience; file review/quality control; state monitoring and correction of noncompliance; and ongoing staff training. Identify whether compliance review is performed onsite, regionally, or through a centralized compliance department. Because BHS currently anticipates using the Average Income Test, specifically describe the firm's procedures for assigning and tracking unit-level AMI designations, monitoring the qualifying group, maintaining the required average at or below 60% AMI, and evaluating leasing, transfer, over-income, vacancy, and unit-status decisions that can affect Average Income Test compliance.

8.7A Family Housing, Local Presence, and Average Income Test Experience

- Family housing: Identify comparable income-restricted family properties with substantial two- and three-bedroom unit mixes. Describe the firm's experience with leasing, household composition, resident retention, turnover, maintenance demands, and resident-service considerations associated with larger family units.
- Average Income Test: This experience is mandatory. Identify LIHTC properties currently or previously managed under the Average Income Test, including at least a few properties with 80% AMI-designated units. For each, provide the number of units, range of AMI designations, years managed, state allocating

agency, and the firm's responsibility for unit-designation tracking and compliance monitoring. State how many years the firm has managed Average Income Test properties and provide references for at least three AIT properties with 80% AMI-designated units, if available, or all such properties if fewer than three are managed or were previously managed by the firm.

- Cincinnati presence: Describe the firm's existing Cincinnati-area office, portfolio, supervisory structure, maintenance resources, and response capacity. Identify the staff who would provide local oversight for this development.
- On-site staffing capability: Describe the firm's recommended staffing model over time, including pre-development, pre-leasing, active lease-up, initial occupancy, and stabilized operations. Describe the firm's ability to place dedicated property management, leasing, compliance, and/or maintenance staff on-site if BHS determines that on-site staffing is warranted by the property's operating needs.

8.8 Resident Management Approach

- Screening; collections; lease enforcement; reasonable accommodations; grievances; resident communications; retention; emergency response; mission alignment and referrals. Describe how the firm proactively manages occupancy, retention, turnover, and leasing pipelines and how it reacts to vacancies, slower-than-expected absorption, or other occupancy challenges.

8.8A Community Engagement and Resident Programming

- Describe community-building activities, resident programming, or partnerships the firm has introduced or supported at comparable income-restricted family properties. Provide examples of programs that were successful, the population served, whether programming was delivered directly by management or through outside partners, how participation was encouraged, how costs were funded, and how the firm determined whether the activity was valuable to residents and the property. BHS is interested in practical approaches that support family stability, resident engagement, and a positive community environment; proposers are not expected to operate a formal social-services program unless separately agreed. Also describe the firm's willingness and approach to engaging with neighborhood organizations, community stakeholders, and local partners where appropriate to support successful property operations and positive community relationships.

8.9 Maintenance and Physical Asset Plan

- Preventive and planned maintenance; annual maintenance scheduling; work-order standards; staffing/vendor model; after-hours coverage; inspections; turnover standards; warranty administration; procurement; capital planning; software. Describe experience maintaining newly constructed multifamily properties, including how the firm manages punch-list items, warranties, commissioning issues, recurring defects, seasonal adjustments, and other maintenance needs that arise as a new property settles into operations.

8.10 Accounting, Internal Controls, and Reporting

- Accounting platform; accrual reporting; bank structure; cash controls; AP workflow; approval levels; segregation of duties; monthly close timeline; owner portal/access; sample monthly financial/operating package.

8.11 Property Management Systems

- Identify property management, accounting, and LIHTC compliance software used; describe owner reporting access, resident portal capabilities, backup practices, and the ability to export project records if management changes.

8.12 Transition and Termination Support

- Describe onboarding and, if necessary, offboarding procedures, including transfer of funds, records, resident files, vendor contracts, system data, keys, deposits, and final accounting.

8.13 References and Disclosures

- At least three owner references, preferably for LIHTC properties. Disclose any material LIHTC compliance findings, management-agent removals, or terminated affordable-housing management contracts within the past five years, together with a brief explanation of resolution. Identify any conflicts of interest or related-party vendors.

8.14 Sample Property Management Agreement

- Submit the proposer's standard or recommended form of property management agreement for a comparable LIHTC property. BHS is particularly interested in how the proposer structures the owner-manager relationship and where the firm expects to provide advisory input, including pre-development, operating budget development, staffing, leasing and compliance policies, procurement and expenditure authority, maintenance and capital planning, reporting, community engagement, termination, and transition. The sample agreement will not be counted toward the proposal narrative page limit.

9. Fee Proposal

Submit a separate fee proposal. BHS is seeking transparent, all-inclusive pricing and a clear identification of any charge not included in the base management fee. Fees should distinguish recurring property operating expenses from fees paid to the management company.

Fee / Service	Pricing Basis	Proposed Amount	Included / Notes
Ongoing management fee	% of collected residential rental income and/or flat monthly minimum		
Pre-development consulting	Hourly / monthly / included		
Lease-up / pre-leasing fee	Per unit / flat / included		
Initial LIHTC certification / compliance fee	Per file / included		
Ongoing compliance fee	Per unit / monthly / included		
Lease renewal fee	Per renewal / included		
Accounting / financial reporting	Monthly / included		
Maintenance labor	Hourly by classification		
After-hours emergency maintenance	Hourly / minimum		
Vendor / capital project management markup	% / flat / none		
Technology / software / portal fees	Per unit / monthly / included		
Recruiting / onboarding / training	Actual / markup / included		
Termination / transition / data export	Flat / hourly / included		
Other fees	Describe		

State all reimbursable expenses, markups, administrative charges, minimum fees, pass-through costs, related-party vendor charges, and exclusions. BHS may require approval of direct or indirect expenses through the annual operating budget or as an approved above-budget expense.

10. Evaluation and Selection

BHS anticipates evaluating proposals using the following criteria. BHS may adjust weighting before issuance of the final RFP.

Evaluation Criterion	Draft Weight
Ohio LIHTC/OHFA experience, demonstrated Average Income Test expertise, and comparable income-restricted family housing experience with two- and three-bedroom units	30%
Cincinnati-area presence, local operating capacity, proposed staffing, and ability to provide dedicated on-site staff if needed	20%
LIHTC compliance approach, including AIT controls and qualifications of compliance staff	20%
Pre-development/new-construction involvement, lease-up approach, resident operations, community engagement/programming, maintenance, and reporting	15%
Financial management, internal controls, technology, and owner access	5%
Fee proposal and overall value	10%

BHS anticipates interviewing a short list of proposers during October 14-15, 2026. Following interviews, BHS may request additional clarification, supplemental information, revised pricing, or a Best and Final Offer (BAFO) from one or more proposers before final selection. Any such request will be communicated directly to the applicable proposer(s). BHS may also contact references and negotiate with one or more proposers. Selection will not necessarily be based on lowest fee.

11. Contract Terms and Conditions

- The selected proposer will enter into a written property management agreement acceptable to BHS and required project stakeholders. As part of the proposal, each proposer should submit its standard or recommended form of property management agreement for a comparable LIHTC property. BHS will use the sample agreement to understand the proposer's typical allocation of responsibilities, delegated authority, pre-development and lease-up services, staffing expectations, compliance responsibilities, reporting, procurement controls, fee structure, termination provisions, and transition obligations. Submission of the proposer's standard form is for evaluation and discussion purposes only and does not mean BHS accepts those terms.
- The management agreement will incorporate applicable regulatory, financing, investor, lender, insurance, and compliance requirements.
- BHS expects an initial term with renewal options to be negotiated, together with termination rights appropriate for owner, lender, investor, and regulatory requirements.
- The manager may not assign the agreement or subcontract material management responsibilities without required owner approval.
- Upon termination, all project funds, records, files, contracts, keys, system data, deposits, and other project property must be transferred promptly to BHS or its designee, together with a final accounting.

12. Proposal Submission Instructions

- Submit one electronic PDF proposal and one separate electronic fee proposal.
- Proposal narrative should not exceed 20 pages, excluding the cover letter, resumes, comparable-property schedule, references, sample reports, fee proposal, proposer sample property management agreement, required disclosures, and other requested attachments.
- Email submissions to propertymanagement@bhsinc.org, Attention: Crystal Holliday, with subject line: Property Management RFP - [FIRM NAME].
- Questions must be submitted in writing to propertymanagement@bhsinc.org, Attention: Crystal Holliday, by the deadline shown on the cover page. Responses that materially affect the RFP will be shared with all known proposers.
- Proposals must remain valid for at least 120 days after the proposal deadline.

12.1 RFP Exhibits

Exhibit A: Tentative Site Plan and Unit Layouts (to be included with issued RFP).

13. Reservations and Disclaimers

This RFP is not a commitment to award a contract or reimburse proposal costs. BHS reserves the right to reject any or all proposals; waive informalities; request additional information or clarification from one or more proposers; conduct interviews; request supplemental information, revised pricing, or a Best and Final Offer (BAFO); contact references; modify or cancel the solicitation; negotiate scope, fees, and contract terms with one or more proposers; and select the proposal determined to provide the best overall value and fit for the project. Project details are preliminary and may change as design, underwriting, financing, regulatory approvals, and partnership documents are finalized.

Appendix A - Proposer Checklist

☐ Executive summary

☐ Firm experience and capacity, including new-construction experience and staffing over time

☐ Comparable property experience schedule, including new-construction maintenance experience

☐ OHFA, OCCH, investor, lender, and layered-program experience

☐ Proposed team and staffing plan, including Cincinnati-area capacity, on-site capacity, and staffing ramp-up over time

☐ Pre-development and lease-up plan with at least two pre-development examples, late-2028 pre-leasing approach, and occupancy/vacancy strategy

☐ LIHTC compliance experience and approach, including mandatory Average Income Test experience

☐ Family housing, Cincinnati presence, and mandatory Average Income Test experience, including years of AIT experience and references for properties with 80% AMI-designated units

☐ Resident management approach, including proactive and reactive occupancy/vacancy management

☐ Community engagement willingness and resident programming examples

☐ Maintenance and physical asset plan, including annual planned maintenance schedule and new-construction/warranty experience

☐ Accounting, internal controls, and reporting description plus sample monthly owner report

☐ Property management and compliance systems description

☐ Transition and termination support approach

☐ Three owner references and required disclosures/conflicts

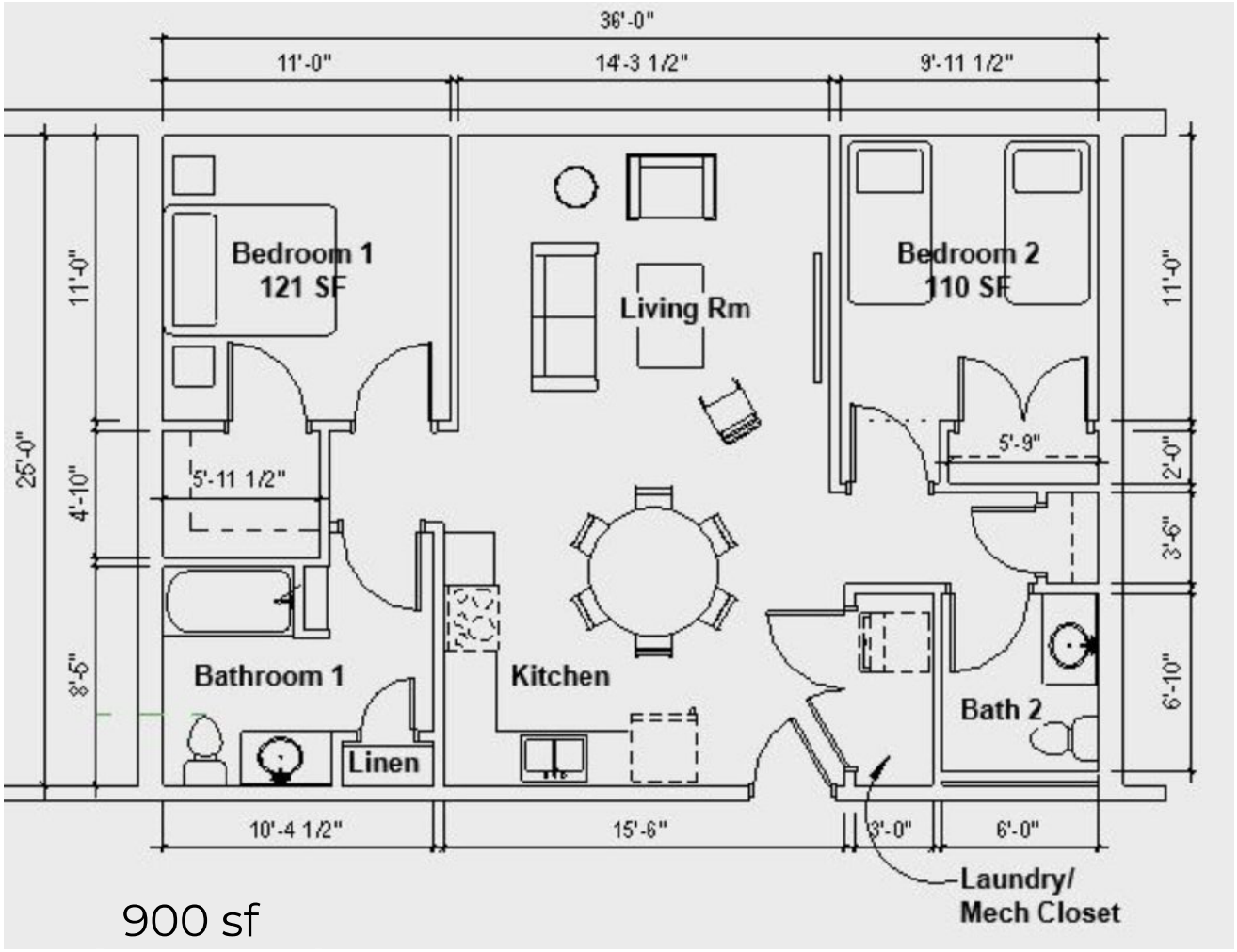
☐ Separate fee proposal

☐ Proof of licensing and insurance or statement of ability to meet requirements

☐ Proposer's standard or recommended sample property management agreement for a comparable LIHTC property

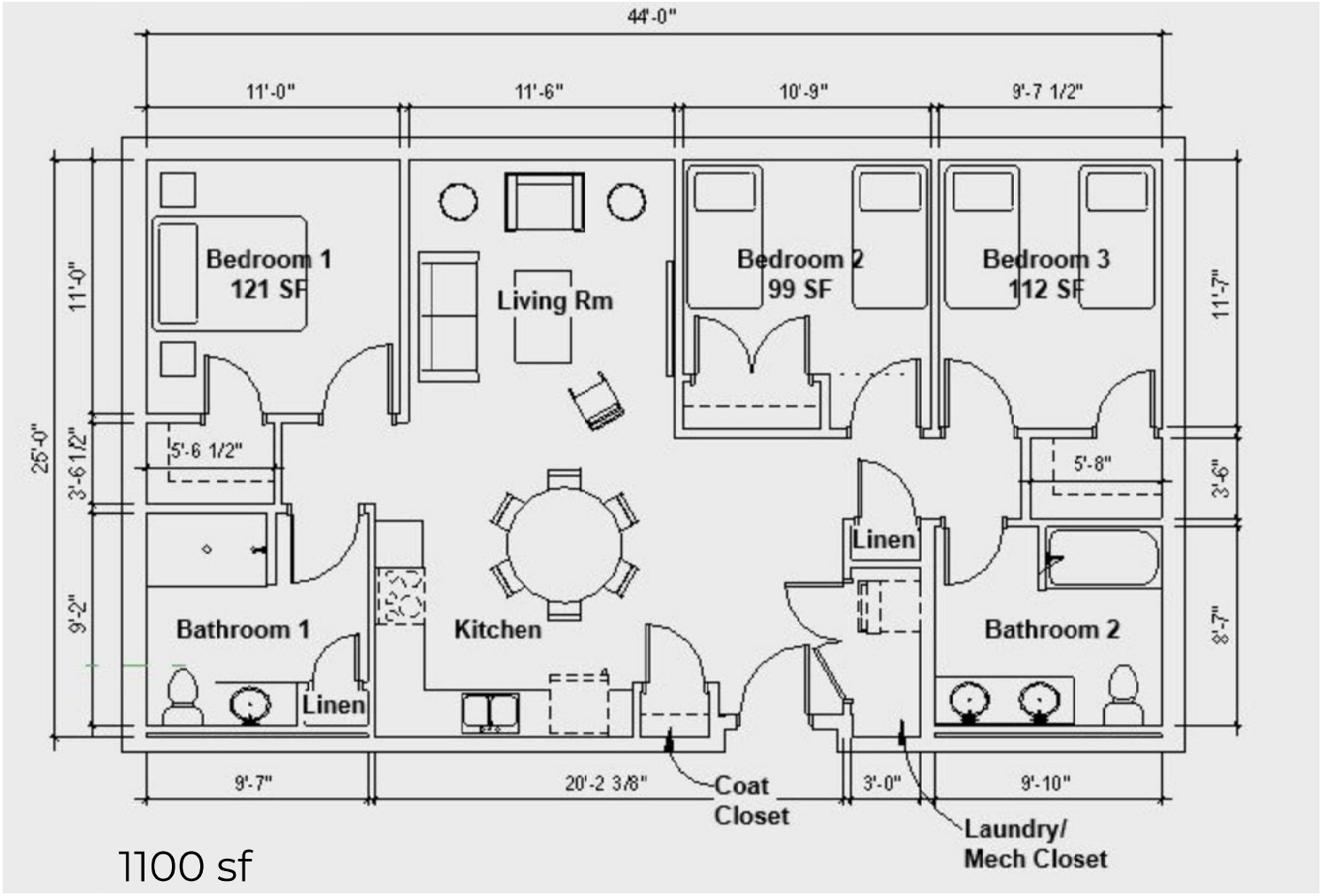
Exhibit A - Tentative Site Plan and Unit Layouts
CONFIDENTIAL AND PROPRIETARY - PRELIMINARY - NOT FOR DISTRIBUTION

To be attached to the issued RFP. Exhibit A contains preliminary and non-final architectural materials, including the current tentative site plan, massing concepts, and representative two-bedroom and three-bedroom unit layouts for proposer review and pre-development advisory purposes. All concepts and layouts are subject to change.



900 sf

2BR SHP



1100 sf

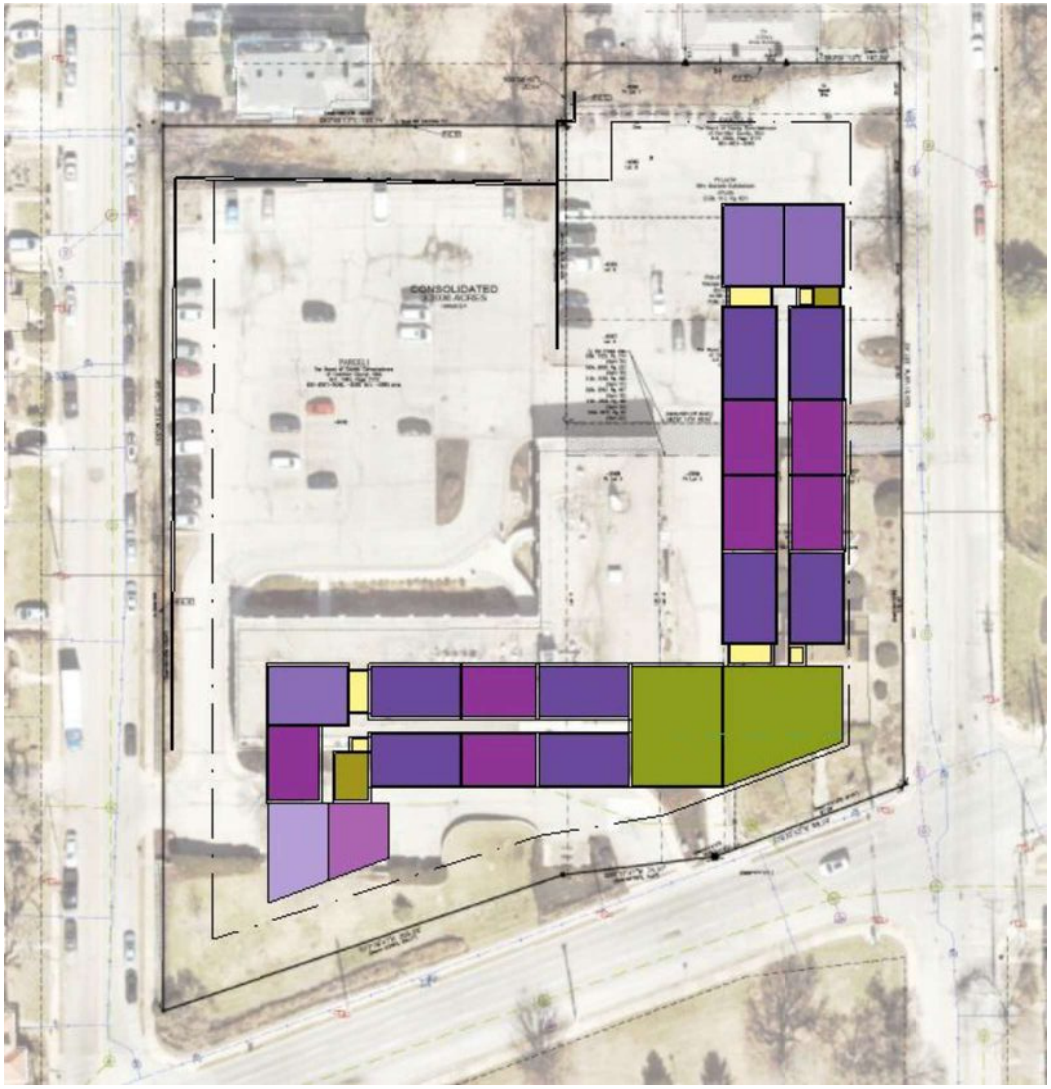
3BR

SHP

Retaining Wall
SHP

Site Access
SHP

Orientation
SHP



2BR Unit
2BR Unit
2BR Unit
3BR Unit
3BR Unit
3BR Unit
Vertical Circulation
Mechanical/Other
Amenity Space

(51) 3BR
(41) 2BR
92 Units Total

(1) 4-Story Bldg

- Serpentine form
- Single building realizes all the benefits of consolidated mechanicals, elevators, stairs, etc.

Massing Option 3

SHP

(51) 3BR
(41) 2BR
92 Units Total

2BR Unit
2BR Unit
2BR Unit
3BR Unit
3BR Unit
3BR Unit
Vertical Circulation
Mechanical/Other
Amenity Space

Massing Option 3

SHP

(51) 3BR
(41) 2BR
92 Units Total

2BR Unit
2BR Unit
2BR Unit
3BR Unit
3BR Unit
3BR Unit
Vertical Circulation
Mechanical/Other
Amenity Space

Massing Option 3

SHP

2BR Unit
2BR Unit
3BR Unit
3BR Unit
3BR Unit
3BR Unit
Vertical Circulation
Mechanical/Other
Amenity Space

(53) 3BR
(40) 2BR
93 Units Total

(1) 4-Story Bldg + (1) 3-Story Bldg

- Serpentine form creates defensible courtyard in rear and potential gathering space along W.H.Taft
- 2 buildings maintains desired separation
- 3-story building has less expensive utilities and fire-ratings
- 3-story building along highland more responsive to scale of neighborhood housing

Massing Option 4

SHP

(53) 3BR
(40) 2BR
93 Units Total

2BR Unit
2BR Unit
3BR Unit
3BR Unit
3BR Unit
3BR Unit
Vertical Circulation
Mechanical/Other
Amenity Space

Massing Option 4

SHP

(53) 3BR
(40) 2BR
93 Units Total

- 2BR Unit
- 2BR Unit
- 3BR Unit
- 3BR Unit
- 3BR Unit
- 3BR Unit
- Vertical Circulation
- Mechanical/Other
- Amenity Space

Massing Option 4

SHP

AMENITY SPACES

Lobby
- Leasing / Manager Office (private RR?)
- Community Partner Office

Lobby shared or duplicated?
- Mailboxes (USPS) and Information Racks
- Package Storage Room Needs

Lobby Restroom

Communal Laundry (1 set W/D per 10 residences)
    2-3 rooms

Trash / Recycling Collection Strategy

Outdoor Play Areas