

Section 8 Contract Administration Solutions

QUADEL CONSULTING CORPORATION is the national leader in providing outsourced management, consulting and training solutions to the affordable housing industry.

Since 1975, Quadel has enhanced the capacity of thousands of state, local, and federal agencies and for-profit and nonprofit property owners and managers to achieve their affordable housing mission.

Our clients benefit from Quadel's housing program knowledge, operations expertise, technology solutions and commitment to client success.

Quadel delivers *maximum operational efficiencies and performance*, allowing our clients to increase resources available for other housing programs.

Providing highest quality services and maximizing the highest performance from Section 8 Contract Administration requires highly efficient operations and knowledgeable staff.

Quadel provides Housing Finance Agencies and Public Housing Agencies with integrated Section 8 Contract Administration services that deliver:

- Technology-leveraged processes, procedures, workflow and control systems that optimize program service quality and client satisfaction
- Operational efficiencies that allow your agency to maximize staff productivity and net income available for other housing programs
- Company commitment to affordable housing mission backed by 30+ years of experience managing HUD programs

Contract Administration Outsourced Program Management

Quadel's Contract Administration outsourced solutions include:

- Management and Occupancy Reviews, *as applicable*
- Contract Renewal Processing
- Rent Adjustment Processing
- Intake and Resolution of Resident Concerns
- Special Claims Processing
- HAP Voucher Processing
- Quality Control and Reporting Services
- Staff Training

Technical Assistance and Consulting

We also offer technical assistance and consulting services targeting the Contract Administration areas you need to strengthen.

Leveraging Technology to Maximize Your Resources

Quadel's approach to Contract Administration program management is to optimize use of automated resources to achieve highly productive HUD, property owner and resident communication service and satisfaction. We combine our affordable housing operations experience with customized automation and workflow processes to reduce transaction processing times, and ensure work quality. Quadel's automation solutions are customizable to your operation and existing information technology infrastructure. Our tools include:

Automated Contract Administration Processing (ACAP)

- Tracks progress and status of all IBPS activities
- Generates monthly Invoices to HUD
- Tracks upcoming and past-due deadlines
- Supports transactional data collection for comparison against iREMS data
- Owner/Agent module for transaction visibility

The screenshot shows the 'Specialist' software interface. It includes a 'Contract No.' field with the value '0158000001', a 'Property Name' field with 'Affordable Apartments', an 'Activity' field with 'Contract Renewal', and an 'Activity Date' field with '1/8/2009 12:00:00 AM'. There is also a 'Letter templates' dropdown menu set to '120-Day Letter' and a 'Generate Letter' button. Below this is a table with columns for 'Edit', 'WorkStep Name', 'Due Date', and 'Completion Date'.

Edit	WorkStep Name	Due Date	Completion Date
<input checked="" type="checkbox"/>	Notice Sent to Owner	07/12/07	07/02/07
<input type="checkbox"/>	Receive Owner Response	09/10/07	
<input type="checkbox"/>	Evaluate Owner Response for RCS		

Quality Assurance and Quality Control Tools

- Staff productivity trends
- Customizable review checklists to collect, store and analyze QA/QC data Collected for IBPS activities
- Owner Surveys and results Database.

Invest in Success

Quadel has successfully supported Section 8 Contract Administration programs in New York, North Carolina, Indiana and Southern California. Your program will benefit from our national experience and operational best practices.

To learn more about how Quadel can add value to your Section 8 Contract Administration program's investment, click www.quadel.com. Write: info@quadel.com or call Colin Spady, Director of Business Development at (202) 513-6544 or (202) 738-8483.

QUADEL SOLUTIONS & SERVICES

Outsourced Program Management

Housing Choice Vouchers
 PHA Management
 Disaster Recovery Housing Services
 HQS Inspection Services
 Customer Service and Call Centers

Consulting & Technical Assistance

Business Process Reengineering
 Agency & Management Assessments
 Public Housing Asset Management
 Quality Assurance Services
 LIHTC Compliance Reviews
 Rent Reasonableness Services
 Program Operational Assistance
 File Audits

Training & Certification

HUD Multifamily Housing
 Public Housing
 Housing Choice Vouchers
 RAD Conversion
 LIHTC & Mixed Finance
 Board Members, Executive Management and Commissioners
 Uniform Physical Condition Standards