

Section 8 Contract Administration Solutions

QUADEL CONSULTING & TRAINING LLC 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 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 net income from Section 8 Contract Administration requires highly efficient operations and knowledgeable staff. Changing HUD regulations, reporting requirements, and staff turnover pose constant challenges to maintaining superior performance and realizing full fee potential.

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

- Technology-leveraged processes, procedures, workflow and quality 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
- Contract Renewal Processing
- Rent Adjustment Processing
- Intake and Resolution of Health & Safety Issues and 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
- Extracts REMS data to ensure compliance
- Owner module for transaction visibility

Specialist

Contract No: IN58000001
 Property Name: Affordable Apartments
 Activity: Contract Renewal
 Activity Date: 1/8/2008 12:00:00 AM
 Letter templates: 120-Day Letter
 Generate Letter

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, including an MOR survey and Annual survey covering Rent Adjustment, Contract Renewal, Voucher, Special Claims activities and overall customer service, provide analysis and trending.

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 202.789.2500.

QUADEL SOLUTIONS & SERVICES

Outsourced Program Management

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

Consulting & Technical Assistance

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

Training & Certification

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



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