



REQUEST FOR PROPOSALS

Property Management Services

Pecan Gardens Permanent Supportive Housing Community

10813 Pecan Park Blvd. #2, Austin, Texas

78-unit permanent supportive housing community serving adults age 55+ exiting homelessness and living with a disability.

Procurement Milestone	Date / Timing
RFP Release	Wednesday, October 21, 2026
Questions Due	Friday, October 23, 2026, 5:00 p.m. CT
Proposal Deadline	Wednesday, October 28, 2026, 5:00 p.m. CT
Evaluation / Interviews	November 2 – 4, 2026
Anticipated Selection	On or about November 11, 2026
Target Transition	Approximately 30 days following notice / contract execution

1. Invitation and Purpose

Family Eldercare invites qualified property management firms to submit proposals to provide comprehensive property management, maintenance, and on-site front desk operations for Pecan Gardens, a permanent supportive housing community in Austin, Texas.

Family Eldercare is seeking a partner that combines strong affordable-housing property management with an understanding of permanent supportive housing, Housing with supportive services principles, trauma-informed and person-centered interactions, accessibility, resident stability, and coordination with supportive-service providers.

The selected firm will be expected to assume management from the incumbent property manager through an orderly transition and operate the property in accordance with the agreement ultimately approved by Family Eldercare and the City of Austin.

2. About Family Eldercare and Pecan Gardens

Family Eldercare is an Austin-area nonprofit organization serving older adults and adults with disabilities. Pecan Gardens provides permanent supportive housing to people age 55 and older who are exiting chronic homelessness and living with a disability.

- Property: Pecan Gardens
- Location: 10813 Pecan Park Blvd. 2, Austin, Texas
- Size: 78 residential units for purposes of this RFP. Proposers should verify the final unit count and regulatory documents during contracting.
- Model: Permanent Supportive Housing
- Primary population: Adults aged 55+ exiting chronic homelessness and living with a disability
- Public partner / owner approval: City of Austin approval of the selected management company is required
- Funding / rental assistance identified by Family Eldercare: Housing Trust Fund and local housing vouchers
- Separate security contract: Family Eldercare currently contracts with Allied Universal for evening/overnight and weekend security, funded through the property operating budget. The property manager will be expected to coordinate with the security provider and Family Eldercare.

3. Desired Outcomes

Family Eldercare is using this procurement to select a management partner capable of achieving the following outcomes:

- Safe, sanitary, well-maintained housing and common areas.
- Stable tenancies and respectful resident interactions consistent with permanent supportive housing.
- Reliable 24/7/365 front desk coverage and effective coordination with security and supportive services.
- Timely preventive, routine, and emergency maintenance.
- Accurate leasing, rent, voucher, financial, and regulatory records.
- Clear communication, transparent financial management, and timely reporting to Family Eldercare and the City of Austin.
- A smooth transition from the incumbent manager with minimal disruption to residents and property operations.

4. Scope of Services

4.1 Staffing and On-Site Coverage

The selected firm will recruit, employ, supervise, schedule, train, and manage sufficient personnel to operate Pecan Gardens. At minimum, the proposed operating model must provide:

- Front desk coverage 24 hours per day, 7 days per week, 365 days per year. The proposer may recommend either two 12-hour shifts or three 8-hour shifts, or another model that demonstrably provides equivalent continuous coverage.
- One full-time on-site Property Manager / Community Director.
- One maintenance position dedicated to the property, with appropriate emergency maintenance backup.
- One janitorial position dedicated to the property.
- Supervisory and corporate support sufficient for accounting, compliance, human resources, information technology, and after-hours response.

All staff who regularly interact with residents should be trained for work in permanent supportive housing, including Fair Housing, reasonable accommodations, safety, de-escalation, trauma-informed practices, and respectful engagement with people who have experienced homelessness and people with disabilities.

4.2 Leasing, Occupancy and Resident Administration

- Market and lease available units consistent with applicable tenant selection requirements, vouchers, program rules, and owner direction.
- Process applications, eligibility documentation, leases, renewals, recertifications, move-ins, transfers, and move-outs.
- Maintain accurate resident and unit files and protect confidential information.
- Calculate, collect, deposit, and account for rents and resident charges as applicable.
- Administer notices and lease enforcement in accordance with applicable law, contractual requirements, and Family Eldercare direction.
- Use eviction only in accordance with applicable requirements and coordinate appropriately with Family Eldercare and supportive service staff when tenancy is at risk.

4.3 Maintenance, Janitorial and Physical Plant

- Maintain the property in a decent, safe, sanitary, rentable, and tenantable condition.
- Operate a responsive work-order system for emergencies, urgent, and routine maintenance.
- Provide preventive maintenance for building systems and equipment and maintain an updated preventive-maintenance schedule.
- Perform unit turns and move-in/move-out inspections promptly.
- Maintain common areas, grounds, building systems, fixtures, appliances, locks, and property equipment.
- Coordinate third-party vendors and contractors and verify required insurance.
- Maintain an emergency maintenance response protocol with 24/7 contact capability.
- Track recurring maintenance issues and recommend capital or corrective action to Family Eldercare.

4.4 Front Desk, Safety and Security Coordination

- Maintain continuous front desk staffing and a documented coverage plan for vacancies, absences, and emergencies.
- Monitor access and follow approved visitor, incident, and emergency procedures.

- Coordinate with Allied Universal or any successor security provider retained by Family Eldercare.
- Document and promptly escalate significant safety, security, life-safety, or property incidents to Family Eldercare.
- Participate in emergency preparedness, fire/life-safety, severe-weather, and evacuation planning and drills.
- Ensure the Property Manager and other designated staff complete Crime Prevention Through Environmental Design (CPTED) training and certification within 120 days of assuming management, and apply CPTED principles in coordination with Family Eldercare and the security provider.
- Meet regularly with the Austin Police Department, Austin-Travis County EMS, and Austin Fire Department; obtain and review incident and call-for-service reports related to the property; and share relevant findings with Family Eldercare supportive-services staff and the property management team, consistent with resident privacy requirements.

4.5 Permanent Supportive Housing Coordination

- Operate property management as a distinct function while maintaining effective working relationships with Family Eldercare as the Permanent Supportive Services provider.
- Use trauma-informed, person-centered, and de-escalation approaches in resident interactions.
- Participate in coordinated case/property discussions when a tenancy, safety, maintenance, accessibility, or behavioral issue requires cross-team action, while protecting resident confidentiality.
- Support reasonable accommodations and accessibility obligations.
- Maintain clear boundaries between property management, security, and supportive services while ensuring timely communication among them.

4.6 Financial Management and Procurement

- Prepare and manage operations in accordance with an annual property budget approved by Family Eldercare and the City as applicable.
- Maintain property operating, security-deposit, reserve, or other accounts required by the final management agreement and regulatory documents.
- Provide accounts-payable processing, bank reconciliations, general ledger, monthly financial statements, rent roll, receivables, cash-disbursement reporting, and budget-to-actual variance reporting.
- Disclose any affiliate or identity-of-interest relationship with proposed vendors or service providers.
- Follow expenditure approval thresholds, purchasing requirements, and competitive-procurement requirements established in the final management agreement and applicable City requirements.

4.7 Compliance and Records

- Comply with applicable federal, state, and local laws; Fair Housing requirements; accessibility requirements; governing restriction documents; local voucher requirements; City of Austin requirements; and the approved management plan.
- Maintain complete, organized, auditable property, resident, maintenance, incident, vendor, and financial records.
- Cooperate with monitoring visits, audits, inspections, and management reviews by Family Eldercare, the City, funders, or other authorized entities.
- Immediately notify Family Eldercare of actual or suspected material compliance violations, significant incidents, or conditions that could jeopardize residents, funding, or property operations.

5. Reporting and Performance Management

Family Eldercare expects an active contract-management relationship. Final performance measures will be established during contracting. Proposers should describe the data systems they can use to report at least the following:

Area	Examples of Required Reporting
Operations	Occupancy, vacancies, move-ins/move-outs, leasing activity and resident receivables
Maintenance	Open/completed work orders, aging, emergencies, unit turns and preventive maintenance
Financial	Monthly financial statements, bank reconciliation, rent roll, payables and budget variance
Compliance	Recertifications, inspections, monitoring findings, corrective actions and required submissions
Safety	Significant incidents, security coordination, life-safety issues and follow-up
Staffing	Vacancies, front-desk coverage exceptions, turnover and required training
Resident relations	Complaints/grievances, reasonable accommodation status and significant tenancy-risk trends, consistent with privacy requirements

Family Eldercare may refine definitions, targets, response times, and reporting formats during contract negotiation with the selected proposer and City of Austin review.

6. Transition Requirements

Because continuity is especially important in permanent supportive housing, each proposer must submit a practical transition plan designed to assume management approximately 30 days after execution of the management agreement or other approved transition start. The plan should address:

- Named transition lead and executive sponsor.
- Staff recruitment, offers, onboarding, training, and contingency coverage.
- Transfer and validation of resident files, leases, vouchers, certifications, financial records, deposits, keys, access credentials, vendor information, equipment inventories, warranties, and open work orders.
- Banking, accounting, property-management software, reporting, and data migration.
- Resident, staff, vendor, and stakeholder communications.
- Coordination with the incumbent management company, Family Eldercare, City of Austin, security provider, and supportive-service team.
- Day-one and first-30-day operating checklist, including unresolved maintenance, compliance, financial, and safety items.

7. Anticipated Contract Term

Family Eldercare anticipates a five-year relationship structured through annual renewal, subject to satisfactory performance, continued need and funding, City of Austin approval, and the termination rights established in the final management agreement. The RFP does not itself create a contract or guarantee renewal for any particular year.

8. Proposal Requirements

Keep the proposal direct and practical. Marketing brochures are not necessary. Proposals should follow the order below and, excluding resumes, financial statements and required attachments, should preferably not exceed 20 pages.

1. Cover Letter. Identify the firm, authorized signatory, primary contact, and commitment to the proposed transition schedule.
2. Firm Qualifications and Experience. Describe affordable housing and permanent supportive housing experience, particularly housing serving people exiting homelessness, older adults, and people with disabilities.
3. Comparable Properties and References. Provide at least three relevant properties, including location, unit count, population/program type, years managed, and client reference contact.
4. Management Approach. Explain how the firm will manage day-to-day operations, leasing, resident relations, compliance, financial controls, maintenance, vendor management, emergencies, and security coordination.
5. Staffing Plan. Provide an organization chart, shift/coverage plan for the 24/7 front desk, proposed Community Director/Property Manager and maintenance leadership qualifications if known, backup coverage, supervision, recruitment plan, and staff training approach.
6. Supportive Housing Approach. Describe how property-management staff will work effectively with residents and service providers while maintaining appropriate roles and confidentiality.
7. Maintenance Plan. Describe work-order prioritization, emergency response, preventive maintenance, unit turns, inspections, vendor management, and after-hours coverage.
8. Transition Plan. Provide the approximately 30-day transition plan requested in Section 6.
9. Technology and Reporting. Identify proposed property-management/accounting systems and sample reports or dashboards that can be supplied to Family Eldercare.
10. Fee Proposal. Clearly state the proposed management fee and all other fees or reimbursable costs, including accounting, technology, compliance, administrative, onboarding/transition, or corporate charges. Identify which on-site staffing costs are included in the property operating budget versus the management fee.
11. Financial Capacity and Insurance. Provide evidence of financial capacity, most recent audited or reviewed financial statements if available, and current certificate(s) of insurance.
12. Disclosures. Identify pending or recent material litigation, debarment/suspension, regulatory sanctions, material Fair Housing findings, or conflicts/affiliate relationships relevant to performance of this work.

9. Minimum Qualifications

At a minimum, proposers should demonstrate:

- Legal authority to conduct business in Texas and provide the proposed services.
- Relevant multifamily property-management experience. Family Eldercare strongly prefers demonstrated affordable housing and permanent supportive housing experience.
- Capacity to provide the required 24/7/365 front desk operation, property management, maintenance, janitorial, accounting, compliance, and supervisory functions.
- Experience working with housing programs involving public funding, rental assistance, or regulatory reporting.

- Ability to meet insurance, background screening, licensing, and other requirements established by Family Eldercare and the City of Austin.
- Ability to complete an orderly transition on the anticipated schedule.

10. Pricing Format

To support an apples-to-apples review, proposers should provide a complete fee schedule using the following structure.

Cost Item	Proposer Response
Base management fee	\$_____ per month / _____% of defined revenue (explain basis)
Annual base management fee	\$_____
Accounting fee	\$_____ / included
Technology / software fee	\$_____ / included
Compliance / recertification fee	\$_____ / included
Transition / onboarding fee	\$_____ / included
Other corporate / administrative fees	\$_____ / included; describe
On-site payroll and benefits	Describe positions and estimated annual cost to property operating budget
Maintenance / vendor markups	Describe all markups, rebates, commissions, or administrative charges
Other charges	Itemize all potential charges not stated above

11. Evaluation and Selection

Family Eldercare intends to evaluate proposals for the best overall value and fit for Pecan Gardens, not solely the lowest fee. Here's the scoring framework:

Evaluation Criterion	Points
Permanent supportive housing / affordable housing experience	25
Management approach and resident-centered PSH practices	20
Staffing, 24/7 front desk coverage and organizational capacity	20
Maintenance, compliance, financial controls and reporting	15
Transition plan and readiness	10
Price / overall value	10
TOTAL	100

Family Eldercare may conduct interviews, request clarifications, check references, negotiate with one or more proposers, and request best-and-final offers. Final selection and contract terms are subject to required City of Austin approval.

12. Procurement Schedule and Submission

The following is an accelerated proposed schedule. Family Eldercare may modify the schedule by written notice to participating firms.

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Submit one electronic proposal in PDF format to: ogaskin@familyeldercare.org. Subject line: Pecan Gardens Property Management RFP - [Firm Name].

Questions must be submitted in writing to: ogaskin@familyeldercare.org. To preserve a fair process, proposers should not contact other Family Eldercare or City of Austin personnel regarding this RFP unless directed to do so.

13. General Conditions

- Family Eldercare reserves the right to reject any or all proposals, waive informalities, request clarification or additional information, cancel or modify this RFP, and negotiate final scope and terms, subject to applicable requirements.
- Costs incurred in preparing a proposal are the proposer's responsibility.
- Information contained in this RFP is provided for procurement purposes and may be supplemented or corrected through written addenda.
- The selected firm must execute a mutually acceptable management agreement and satisfy City of Austin approval and applicable insurance, regulatory, and contracting requirements before assuming management.
- Proposers should clearly identify any requested exceptions to the RFP or proposed contract terms. Silence will be treated as acceptance of the stated requirements for evaluation purposes, subject to final contract negotiation.
- Family Eldercare expects proposers to disclose actual or potential conflicts of interest and affiliate/vendor relationships relevant to the property.