



REQUEST FOR QUALIFICATIONS (RFQ)

Property Management for Multi-Family Mixed Used Building

Issued: May 26, 2026

Responses Due: Friday, June 5, 2026

Request for Qualifications / Required Scope of Services

Full-Service Property Management for 7301 Baltimore Avenue

Issued by: College Park City-University Partnership / Community Preservation Trust

Property: 7301 Baltimore Avenue, College Park, Maryland

Property Type: Mixed-use property with four residential apartments and one commercial space

Submit Responses To: info@communitypreservationtrust.org

1. Purpose

The College Park City-University Partnership, through its Community Preservation Trust program, is seeking a qualified property management company to provide full-service property management for 7301 Baltimore Avenue in College Park, Maryland.

The Partnership is seeking a property manager that can assume primary responsibility for the day-to-day management, operations, tenant communication, rent collection, maintenance coordination, vendor management, compliance tracking, financial reporting, and administrative oversight of the property.

The selected property manager must be proactive, organized, responsive, and capable of managing the property with minimal day-to-day involvement from Partnership or Trust staff.

The selected firm must be responsible for identifying issues, tracking tenant obligations, collecting rent, managing arrears, coordinating repairs, monitoring taxes and insurance, and keeping ownership informed through clear and timely reporting.

2. Property Background

7301 Baltimore Avenue is owned by the Community Preservation Trust, a program of the College Park City-University Partnership. The property includes:

- Four residential apartment units.
- One commercial space.
- Shared building systems, common areas, and exterior areas requiring regular management and maintenance.

The Partnership is seeking a new property management company to assume management as soon as possible. The selected company will be expected to support a transition from the current property management arrangement, including collecting and reviewing all available records, leases, rent rolls, tenant



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balances, vendor information, insurance records, tax records, utility information, maintenance history, and open issues.

3. Scope of Services

The selected property manager shall serve as the primary day-to-day manager of the property and be expected to, at a minimum, be able to answer the following questions:

- Who is current on rent?
- Who is behind on rent?
- What notices have been sent?
- What collection actions have been taken?
- What maintenance requests are open?
- What repairs have been completed?
- What vendors have been used and paid?
- Are tenants complying with their leases?
- Are property taxes, insurance, licenses, registrations, inspections, and compliance items current?
- What upcoming deadlines require owner awareness or approval?
- What owner decisions are needed?

The selected property manager shall provide full-service property management, including, but not limited to, the following services:

A. General Management and Administration

- Serve as the primary day-to-day manager for the property.
- Serve as the primary contact for residential tenants, the commercial tenant, vendors, contractors, utility providers, inspectors, and other property-related parties.
- Maintain complete and organized property records.
- Maintain complete tenant files, including leases, amendments, notices, ledgers, insurance documents, correspondence, and compliance records.
- Keep the Partnership informed of major issues, emergencies, tenant disputes, arrears, lease violations, compliance deadlines, and budget concerns.
- Escalate matters to the Partnership only when owner approval, legal review, budget approval, or policy direction is required.

B. Rent Collection and Arrears Management

- Collect all rent and tenant charges.
- Maintain tenant ledgers.
- Track rent payments, late payments, arrears, late fees, deposits, and other balances.
- Follow up directly with tenants regarding missed or late payments.
- Issue notices related to late rent, default, nonpayment, or other lease violations, consistent with lease terms and applicable law.
- Recommend collection actions, payment plans, legal escalation, or other next steps when tenants are in arrears.



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- Coordinate with legal counsel, as approved by the Partnership, when formal legal action is needed.
- Report monthly on rent collected, rent outstanding, arrears, collection actions, tenant balances, and recommended next steps.

C. Lease Administration and Tenant Compliance

- Market vacancies.
- Communicate with existing tenants on lease renewals.
- Fill vacancies and execute contracts with new or renewing tenants.
- Maintain copies of all residential and commercial leases.
- Track lease terms, lease expiration dates, renewal deadlines, rent amounts, deposits, tenant obligations, and required notices.
- Monitor tenant compliance with lease requirements.
- Monitor commercial tenant compliance, including payment obligations, permitted use, maintenance obligations, and insurance requirements.
- Notify tenants of noncompliance and document all follow-up.
- Recommend lease renewals, amendments, notices, enforcement actions, or termination actions when needed.
- Coordinate with the Partnership and legal counsel, as needed, on major lease issues.

D. Tenant Communication

- Serve as the primary contact for tenant questions, rent issues, maintenance requests, notices, inspections, access requests, and lease compliance matters.
- Maintain professional, timely, and documented communication with tenants.
- Provide tenants with clear instructions for rent payment, maintenance requests, emergency issues, and routine communication.
- Document tenant complaints, maintenance requests, notices, and follow-up actions.
- Provide the Partnership with monthly updates or as needed depending on severity of issue.

E. Maintenance, Repairs, Vendors, and Cleaning

- Coordinate routine maintenance, repairs, inspections, cleaning, and property upkeep.
- Respond promptly to maintenance requests.
- Maintain a work order system or equivalent tracking process.
- Identify routine maintenance needs before they become larger problems.
- Coordinate vendor access to the property.
- Obtain quotes for repairs when appropriate or required by owner approval thresholds.
- Recommend vendors and repair approaches.
- Confirm that work has been completed.
- Maintain documentation for all maintenance and repair work.
- Coordinate regular cleaning and upkeep of common areas, exterior areas, trash areas, sidewalks, entrances, and other shared spaces, as applicable.
- Recommend preventative maintenance and capital repairs.



F. Emergency Response

- Provide tenants with a process for reporting emergency maintenance issues.
- Respond to urgent maintenance issues in a timely manner.
- Coordinate emergency repairs needed to protect life, health, safety, or property.
- Notify the Partnership promptly of emergencies, major repairs, safety issues, or incidents that may require owner approval, insurance review, or legal review.

G. Financial Management, Invoices, and Owner Reporting

- Maintain accurate financial records for the property.
- Track income, expenses, rent receipts, tenant balances, vendor invoices, owner payments, reimbursements, and management fees.
- Review, process, and document property-related invoices.
- Coordinate payment of approved property expenses through an owner-approved payment process.
- Track recurring expenses and upcoming payment obligations.
- Prepare or assist with annual property budgets.
- Provide monthly financial reports to the Partnership.

H. Property Taxes, Insurance, Licenses, and Compliance Tracking

- Track property tax due dates and submit property taxes on behalf of the Partnership.
- Confirm that property taxes are paid on time through the approved payment process.
- Track property insurance deadlines and documentation.
- Track tenant insurance requirements and documentation, including commercial tenant insurance.
- Track rental licenses, registrations, inspections, lead-related requirements, local compliance obligations, and any other applicable property requirements.
- Notify the Partnership well in advance of upcoming tax, insurance, licensing, registration, inspection, or compliance deadlines.
- Assist with gathering and submitting documents required for property operations and compliance.
- Maintain records showing that taxes, insurance, licenses, registrations, inspections, and compliance items are current or being actively addressed.

I. Commercial Tenant Oversight

- Manage day-to-day communication with the commercial tenant.
- Track rent, arrears, insurance, lease compliance, maintenance responsibilities, and other commercial tenant obligations.
- Monitor the commercial tenant's compliance with lease terms.
- Follow up on commercial tenant arrears or noncompliance.
- Provide monthly updates to the Partnership on commercial tenant status, including any balances owed, notices sent, communications, and recommended next steps.



J. Legal Coordination

- Identify when legal action or legal review may be needed.
- Recommend action to the Partnership when lease enforcement, collections, eviction, or other legal steps may be necessary.
- Coordinate with legal counsel only after owner approval, unless immediate action is required to preserve rights or respond to an urgent legal deadline.
- Maintain documentation of notices, communications, tenant balances, and lease violations needed to support legal action.

K. Security Deposits

- Track all tenant security deposits.
- Ensure security deposits are handled in accordance with applicable law and the approved property management agreement.
- Maintain documentation related to deposit receipt, holding, interest if applicable, deductions, move-out inspections, and reconciliation.
- Conduct move-in and move-out inspections, as applicable.
- Recommend security deposit deductions with supporting documentation, photos, invoices, and explanations.

L. Transition Support

- Reviewing current leases and tenant files.
- Creating or confirming current rent rolls.
- Creating or confirming current tenant ledgers.
- Identifying current arrears and open balances.
- Reviewing vendor information and open service issues.
- Reviewing utility accounts and recurring expenses.
- Reviewing tax, insurance, license, registration, inspection, and compliance records.
- Reviewing open maintenance issues.
- Establishing tenant communication procedures.
- Establishing rent collection procedures.
- Establishing maintenance request procedures.
- Establishing monthly reporting procedures.
- Establishing owner approval procedures.

M. Monthly Reporting Requirements

- Rent roll.
- Tenant ledger summary.
- Rent collected.
- Outstanding balances and arrears.
- Collection actions taken.
- Notices issued.
- Tenant complaints or lease issues.
- Maintenance requests received.



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- Open work orders.
- Completed repairs.
- Cleaning or property upkeep completed.
- Vendor invoices and payments.
- Property expenses.
- Management fees and other charges.
- Security deposit activity, if any.
- Tax, insurance, license, registration, inspection, and compliance updates.
- Upcoming deadlines.
- Recommended owner decisions.

The monthly report should be provided by the 15th day of each month for the prior month.

4. Owner Approval Requirements

The property manager is expected to handle routine day-to-day management directly. However, the following items require prior written approval from the Partnership:

- Any non-emergency repair or expense above \$500.
- Any major repair estimated above \$2,000, which should include multiple quotes when practical.
- Any capital improvement.
- Any new lease, lease renewal, lease amendment, lease termination, or material lease decision.
- Any legal action, including eviction, collections litigation, settlement, or formal enforcement beyond routine notices.
- Any payment plan, waiver, settlement, or compromise of tenant amounts owed.
- Any change to rent, fees, deposits, or tenant charges.
- Any action that could materially affect ownership, finances, compliance, legal exposure, or public reputation.

5. Minimum Qualifications

Respondents should demonstrate:

- Experience managing small mixed-use properties.
- Experience managing residential rental units.
- Experience managing commercial tenants.
- Experience with rent collection, arrears tracking, lease administration, maintenance coordination, vendor management, and owner reporting.
- Familiarity with Maryland landlord-tenant requirements and local property management requirements.
- Ability to track taxes, insurance, licenses, registrations, inspections, and compliance deadlines.
- Ability to provide responsive tenant communication and emergency maintenance coordination.
- Strong recordkeeping and financial management systems.



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- Appropriate licensing, insurance, and legal authority to provide property management services in Maryland.
- Ability to assume management quickly.
- Familiar with Fair Housing Laws of Prince George’s County Maryland.
- Familiar with student housing and working with students.

6. Requested Response Format

Interested firms should submit a short response that includes the following:

A. Firm Overview

- Firm name, address, primary contact, phone number, and email.
- Brief overview of the firm.
- Number and type of properties currently managed.
- Experience managing properties in Maryland.

B. Relevant Experience

- Experience managing mixed-use properties.
- Experience managing small residential properties.
- Experience managing commercial tenants.
- Experience working with nonprofit, public-interest, affordable housing, or mission-driven owners, if applicable.

C. Proposed Management Approach

Please describe how your firm would manage:

- Rent collection.
- Arrears and collections.
- Tenant communication.
- Residential lease administration.
- Commercial lease administration.
- Maintenance requests.
- Cleaning and routine upkeep.
- Vendor coordination.
- Emergency response.
- Property taxes.
- Insurance tracking.
- Licensing, registration, inspection, and compliance tracking.
- Monthly owner reporting.

D. Transition Plan

Please describe how your firm would transition the property into management, including:

- Information needed from the current manager and owner.



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- Timeline to assume management.
- Tenant communication process.
- Rent payment setup.
- Maintenance request setup.
- Review of leases, ledgers, arrears, taxes, insurance, vendors, and compliance items.

E. Staffing

- Identify the staff assigned to this property.
- Identify the primary day-to-day contact.
- Describe after-hours and emergency coverage.

F. Technology and Reporting

- Identify property management software used.
- Describe tenant payment options.
- Describe tenant maintenance request process.
- Provide a sample monthly owner report, if available.

G. Fee Proposal

Please provide a complete fee schedule, including:

- Monthly management fee.
- Tenant placement fee.
- Lease renewal fee.
- Setup or transition fee.
- Maintenance coordination fee.
- Inspection fees.
- Utility processing fees.
- Legal coordination fees.
- Court or eviction-related fees.
- Markups on vendor invoices, if any.
- Any other administrative fees.

H. References

Please provide at least three current or recent client references, preferably for similar properties.

I. Insurance and Licensing

Please provide evidence or description of:

- Required Maryland licenses.
- General liability insurance.
- Professional liability or errors and omissions coverage, if available.
- Workers' compensation coverage, if applicable.



7. Evaluation Criteria

Responses may be evaluated based on:

- Relevant mixed-use property management experience.
- Ability to assume full day-to-day management responsibilities.
- Strength of rent collection, arrears tracking, maintenance, reporting, and compliance systems.
- Experience managing both residential and commercial tenants.
- Responsiveness and communication approach.
- Staffing capacity and emergency response procedures.
- Clarity and completeness of fee structure.
- Quality of references.
- Ability to transition quickly.
- Overall fit with the Partnership's need for proactive, organized, and accountable property management.

8. Anticipated Timeline

- RFQ issued: May 26, 2026
- Responses due: June 5, 2026
- Selection target: June 12, 2026
- Desired start date: July 1, 2026

9. Reservation of Rights

The Partnership reserves the right to reject any or all responses, waive informalities, request additional information, interview one or more respondents, negotiate scope and fees, and select the firm that the Partnership determines best meets its needs.

Issuance of this RFQ does not obligate the Partnership to award a contract or pay any costs incurred by respondents in preparing a response.

10. Contract Expectations

The selected firm will be expected to enter into a written property management agreement with the Partnership or related ownership entity. The final agreement will define scope of services, fees, reporting requirements, owner approval thresholds, payment procedures, insurance requirements, termination rights, confidentiality, records access, transition obligations, and other terms acceptable to the Partnership.

The final agreement must include a transparent process for property funds, tenant payments, vendor payments, management fees, invoices, reimbursements, and monthly reporting.