

CMS Key Staff



Kurt Wiest

Executive Director, Bremerton Housing Authority (BHA)
Kurt joined BHA in 2006, and as Executive Director, he provides leadership in all areas of the agency including the PBCA. Prior to joining BHA, he held executive and senior management positions with public housing agencies in California, Oregon, and Utah. Kurt has over 25 years of experience in the affordable housing industry.



Cindy Ross

Operations Manager, CMS
In her role as Operations Manager, Cindy oversees management staff and the day-to-day operations of CMS. Throughout her tenure at CMS, she has specialized in training development and delivery, technical assistance, and direct management of all PBCA activities. Prior to joining CMS she worked in the public school system as a finance specialist.



Tim Stiles

Information Technology Director, BHA
A member of the CMS team since 2003, Tim brings to BHA's executive management a background of over 30 years delivering leading edge professional services and technology-based solutions to businesses ranging from startups to Fortune 1000 enterprises. Tim provides a strategic resource to CMS operations.



Carlita Alegria

Program Support Manager, CMS
Carlita joined CMS in 2004 and heads up CMS's Quality Assurance and Program Support Services. Prior to coming to CMS she worked for the Dallas Housing Authority. Carlita has been in the industry for over ten years and is experienced in multiple subsidized housing programs and is also an accomplished trainer.

Mission

CMS is dedicated to providing competent, professional and courteous administration of project based Section 8 contracts in compliance with HUD regulations. We provide quality customer service to all projects, accurate accounting practices, and timely reconciliation. We are highly motivated to grow to our full potential as a contract administrator. By monitoring compliance with HUD policies, we ensure safe, decent, and affordable housing for low-income individuals and families.



Contract Management Services

A Division of Bremerton Housing Authority

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Visit our website: www.contractmgmt.org

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Contract Management Services

A Division of Bremerton Housing Authority



Performance Based
Contract Administration



Ensuring safe, decent, affordable housing for low-income individuals and families

Contract Management Services (CMS) cares about affordable housing because, as a division of Bremerton Housing Authority, we have been providing housing assistance for 70 years. This connection provides a thorough knowledge of the issues facing both the people that Public Housing Agencies serve and the needs of owners and managers who provide rental units. Because of this background, CMS brings an understanding and a commitment to Contract Administration that few others possess.

Management Expertise

Contract Management Services is among the largest organizations providing Section 8 Performance Based Contract Administration (PBCA) services in the U.S. CMS provides PBCA services in Washington, Utah, Nebraska, Hawaii, and Southern California. The CMS portfolio consists of 1,283 contracts covering 75,562 units.

Service

CMS services include conducting annual management and occupancy reviews, adjusting contract rents, processing contract renewals and terminations, responding to health and safety issues, following up on results of HUD physical inspections, processing and disbursing monthly voucher payments on Housing Assistance Payment contracts, and owner/agent training.

Professionalism

CMS's philosophy in fulfilling its role as HUD's PBCA is to maintain an economical, efficient, and service-oriented approach designed to assist HUD in its monitoring role and to assist property owners and agents in understanding and complying with the many complex federal housing regulations pertaining to their properties.

"No matter what question I have when working on a renewal or budget, I know I can always count on the professional and friendly staff at CMS for assistance."

Lorraine Brooks
Director of Multifamily Housing
Kiemle & Hagood Company

"We have worked with CMS since they took over the PBCA contract for Hawaii. We were immediately impressed with their professionalism, knowledge of HUD properties and how they operate and CMS's quick responses to our questions."

"They truly care about the properties they are responsible for and work very closely with us as managing agents to provide us with the best service they can. We have enjoyed our working relationship with them, particularly the training classes they have provided for our staff."

Kevin R. Carney, (PB)
Vice President, Hawaii
EAH Housing

Services provided

- Process Housing Assistance Payments (HAP) and Special Claims
- Adjust HAP contract rents
- Process HAP contract renewals, terminations and expirations
- Conduct annual Management and Occupancy Reviews
- Respond to residents' health and safety issues
- Follow up on REAC physical inspection findings
- Monitor each property owner's HAP contract compliance
- Provide special owner/agent Master Class trainings

Ensuring continued quality service

Regional HUD offices in Denver, Honolulu, Omaha, and Seattle monitor the quality of the tasks performed by CMS and provide technical assistance and support.

To keep our people in top shape, CMS employs training, cross-training, and performance measurements. The results are knowledgeable, responsive, and customer-focused teams with the flexibility to grow quickly while maintaining our high level of performance.

To keep owners and agents in top shape, CMS conducts regular owner/agent training programs and uses a consultative approach in our day-to-day communication.

To enable our people to deliver, we employ state-of-the-art business applications and technologies which are highly scalable and reliable. Our ability to quickly and safely grow to meet demand is proven.

Key strengths

- Professional and experienced staff
- Automated workflow, processing, and monitoring through our HDS MFMS management and tracking software
- National experience in managing multiple PBCA contracts
- Complete HUD/CAOM/owner/agent customer service satisfaction
- State-of-the-art applications and technologies that are highly scalable and reliable
- Exceptional performance through enhanced quality control and monitoring systems
- Master level owner/agent training
- Direct management with no subcontractors or outsourcing
- Risk management/data security and a comprehensive continuation of operations plan to protect HUD data

CMS earns over 99.9% of all available fees, both basic and incentives, for PBCA clients.

Comprehensive training



The CMS Contract Administration *Master Class* provides comprehensive Project-Based Section 8 training for owners, property management executives, TRACS processors and on-site staff. In addition, BOC certification training is offered as a separate 3-day intensive series.

PBCA experts provide comprehensive hands-on training, enabling those who attend to master HUD rules and regulations in completing contract renewals, financing, rent comparison studies, and capital needs assessments.

CMS *Master Class* workshops are highly effective at all levels. Trainers are knowledgeable and skilled at getting key information across, and these classes have received excellent evaluations from participants. For more information, visit our website: www.contractmgmt.org.

"The HUD Master Class, sponsored by Contract Management Services is a must for anyone who works directly with budgeting and contract renewals on a HUD property. The classes offer transparency and clarity around a process that is essential in order to effectively and efficiently own/manage a Section 8 community. Whether you are brand new to affordable housing or a seasoned veteran, there will be something truly meaningful for you in this experience."

Christopher Reed CPM, SHCM, CPO
Senior Vice President-Property Operations
Mercy Services Corporation

"Achieving excellence is not easy in our business. The first step towards success in affordable housing is to be well-trained and educated in the complexities of government regulated programs. The CMS Master Class truly creates opportunities for success and achievement of excellence."

Joe Diehl, Executive Director
Affordable Housing Management Association Northwest