



Property Management and Resident Services

October 2022

Although the new buildings will not be available for occupancy until 2026, both property management and resident services staff have been involved in early planning for the new development.

Budgeting in a project pro forma

Prior to financial closing, lenders will require a detailed budget outlining costs for on-going operations. As this budget takes shape, we currently anticipate on-site staffing levels may include the following Full Time Equivalent (FTE) staffing positions:

- 2.0 FTE property management staff
- 1.0 FTE maintenance staff
- 1.5 FTE resident services staff
- Additional management and supervision support from regional coordinators for multiple properties.

Property management goals

Staff in property management wear many hats. While they have the duty to ensure strong regulatory compliance, they also work closely with residents to problem solve and ensure their housing stability. Typical goals include to:

- Provide high quality community-oriented property management services

- Support and provide resident education related to housing stability and resident retention
- Utilize trauma-informed approaches and an equity lens during all interactions
- Proactively work with Resident Services to ensure a strong team approach in supporting residents and community building activities.

To accomplish these goals, typical property management staff duties are to:

- manage waitlists and process applications
- welcome and provide orientation for new residents
- process and monitor rent payments
- ensure tenant privacy
- conduct lease compliance and problem-solve (including coordination with Resident Services)
- provide routine and preventative maintenance
- conduct annual unit inspections in compliance with funding source requirements
- ensure compliance and reporting for multiple funding sources
- communicate and problem solve with neighbors while ensure tenant privacy.

Housing Stability	Economic Opportunity	Sense of Community
<ul style="list-style-type: none"> ■ Mutual accountability ■ Lease engagement ■ Eviction prevention ■ Housekeeping ■ Crisis intervention ■ Advocacy & education 	<ul style="list-style-type: none"> ■ Coaching ■ Education & training ■ Employment ■ Income ■ Asset building ■ Health 	<ul style="list-style-type: none"> ■ Relationship ■ Community ■ Leadership ■ Partners ■ Safety

Resident services goals

Services and activities on-site are coordinated by a Resident and Community Services Coordinator (RCSC). The goals of our Community Services Department include three major areas: housing stability, self-reliance, and sense of community as outlined in the preceding table. Developing partnerships with local organizations, especially those that provide culturally appropriate services, are essential to resident success.

Residents are encouraged to sign up for additional Home Forward services such as the GOALS program. GOALS participants are able to save funds for use in attaining their personal goals ranging from a new career to home ownership.

Home forward is currently reaching out to other resident service providers to create potential partnerships that could further support the residents at Peaceful Villa. Information will be shared with Community Advisory Committee members at future meetings later in the process. ■

Greater Opportunities to Advance, Learn, and Succeed

- Nationally known as FSS (family self-sufficiency program). A HUD program to help public housing residents and section 8 participants increase their earnings, build assets and financial capability.
 - Employment focused
 - Five year voluntary contract that may be extended for up to two years by Home Forward for good cause.
 - Each participating family is assigned a Goals Coordinator, to coach and assist in helping find resources and supportive services that enables GOALS.
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