



PROPERTY OPERATIONS/RESIDENT SERVICES ROUNDTABLE

Dec 2, 2022

10:30AM-12:00PM **AGENDA**

Description

In this session we will explore a range of issues facing both Resident Services and Property Operations, including the end of rental assistance and continued rent arrears, along recruitment and retention of staff.

10:30 – 11:55 am

Member Discussion and Peer Exchange

Eviction Prevention

- How are organizations thinking about continued rent arrears and the end of rental assistance?
- Are there emerging best practices to mitigate evictions and increase resident stability?

Recruitment & Retention

- What strategies are organizations utilizing to support existing staff, particularly in the face of burnout resulting from the stress of the pandemic and its impact on residents?
- Are people thinking differently about the organizational or operational structures in an effort to increase efficiency and/or staff satisfaction?

Other topics that are top of mind

11:55 – 12:00pm

Next steps, wrap-up