



## AGENDA

### Property Operations and Resident Services

COMMUNITY OF PRACTICE

Thursday, November 30<sup>th</sup> ▪ 10:30am – 12:30pm ▪ Room: Ravinia

**Description:** *Property operations and resident services leaders will come together to discuss their work with each other and with residents. Topics that we will cover include what organizations are experiencing 3-years after the onset of the COVID-19 pandemic, as well as ways organizations are leveraging data to increase collaboration between resident services and property operations teams to improve services for residents. We will also leave space for organizations to engage their peers in conversation about other topics that may be top of mind.*

#### Welcome

- Meaghan McCarthy and Brendan Dolan

#### Discussion

##### Life three years after COVID

- Matt Scaparro and Tyren Frazier, Better Housing Coalition
- *Open discussion*
  - How are relationships between resident services and property operations teams?
  - Are you still struggling with rental arrears, residents that aren't paying rent?
  - How are relationships with tenants--between residents and staff and among residents?

##### Harnessing systems and data

- *Open discussion*
  - Are resident services and property operations teams sharing/exchanging data?
    - Does this data feed organizational dashboards that track goals tied to strategic priorities?
  - What tools and systems have been the most helpful? What systems have you tried that didn't work?

#### Wrap-Up and Next Steps