



Resetting the Path Forward: COOs/Corporate Operations Tuesday, September 15, 2020 - 1:00 – 2:00 EDT

AGENDA

Welcome/Overview – Chuck

Objective: Discuss impact of COVID-19 on our residents, communities, organizational operations, our other clients, and our employees as well as discussing the implications of our recent heightened awareness and call-to-action around racial injustice.

Quick Surveys (please be prepared to answer these questions in the meeting):

- Have you been getting any feedback from tenants about their intent to pay rent under the new CDC moratorium
- What were your August '20 rental collection %'s?
- What % up or down are you planning to budget for 2021?

Rent payments, resident retention & eviction prevention. Impact on current and future operations (rental or lending):

- CDC Moratorium – How are you handling this with your residents?
- General comments from the group – what are you experiencing and seeing at your properties regarding rents now? (All)
- How are you thinking about budgeting for next year? (All)

Racial injustice and equity considerations and next steps at your organizations:

- Implications of racial justice and equity engagement at your company (e.g. staff committees, board's role, legal implications) Bellwether's experience – (Cheryl DeBoise)
- Other member thoughts and reactions (All)
- Resident voting engagement (All)
- Preparing for implications of a disputed election (All)

Plans and thinking around extended COVID impacts on running your business:

- Vaccines – what are your plans for employees (i.e. required for return)? How about assisting residents to get vaccinated? (All)
- Updates on plans for remote work (or not) – (All)
- Other future implications (All)

Looking Ahead – Topics and Areas for Future Focus

