



COVID-19 Crisis Response: Property Operations **Thursday, March 26, 2020 - 4:00 – 5:30 EDT** **AGENDA**

Welcome & Overview— Richard Kingston & Brendan Dolan

Meeting Logistics—Omayra Colon

Facilitated Discussion – Richard Kingston

Objective of the Meeting: To discuss ongoing property operations, financial performance (revenue /expense reduction), risk (physical and staffing), and resident interactions at our communities.

Brief Overview of Topics for Discussion:

- Emergency Preparation Plans: what is working
- Mitigating the financial impact to your organization
- Operational practices and changes put in place to minimize the impact to your community
- Strategies to protect employees and residents
- Work orders & daily property upkeep
- Proper staffing levels
- Communication with residents: Best practices

Member Response/Approach to COVID-19 Impact

- Michelle Hawley – Bellwether Housing
- Josie Curtin – Champlain Housing Trust
- Ben Logue – Cinnaire
- Chris Rodriguez – Hispanic Housing
- Maria Marquez –Linc Housing

Resources

- National Apartment Assoc. [NAA](#)
- National Affordable Housing Management Assoc. [NAHMA](#)
- Citizens Housing and Planning Assoc. [CHAPA](#)

Looking Ahead – Topics and Areas of Focus

- Financial stress test at communities
- Further operational changes needed if this continues into the summer