



People: New Approaches to Residents and Staff - Property Operations
Thursday, June 4, 2020 - 1:00 – 2:30 EDT

AGENDA

Welcome & Overview– Richard Kingston & Brendan Dolan

Objective of the Meeting: To stabilize housing operations and prioritize best practices as we move forward and best prepare for future disruption.

Brief Overview of Topics for Discussion

- **What does the future look like for affordable housing operations?**
Jim Aliberti-LINC Housing & Vicki McDonald-Foundation Communities
- **Strategies to adapt and move forward**
Michelle Hawley-Bellwether Housing & Lisa Wilcox-Erhardt-TCB
 - Onsite Site Staffing
 - Leasing & Recertification
 - Rent Collection
 - Work orders & daily property upkeep
- **Emergency Preparation Plans**
- **What will our future communities look like?**
Jim Aliberti-LINC Housing & Vicki McDonald-Foundation Communities
 - Building design
 - Existing building upgrades/retrofits
 - Technology Upgrades

Resources

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

Looking Ahead – Topics and Areas of Focus

- July - MVM