



HOUSING PARTNERSHIP NETWORK

ROUNDTABLE

PROPERTY OPERATIONS AND RESIDENT SERVICES

COMMUNITY OF PRACTICE

Thursday, June 1st - 10:30am

OBJECTIVE

To provide a forum for HPN's members to discuss their work in resident services and property operations. As part of the conversation, we will discuss effective strategies for engaging with residents around eviction prevention, asset building, as well as opportunities for resident services and property operations staff to collaborate.

WELCOME/OVERVIEW

- Meaghan McCarthy, Vice President of Affordable Housing & Consumer Empowerment at HPN
- Brendan Dolan, President of Housing Partnership Insurance Exchange (HPIEx) at HPN

EFFECTIVE RESIDENT COMMUNICATION & ENGAGEMENT

- Santiago De Angulo, EVP Property Operations & Tyler Parette, VP, Resident Services, Aeon
Establishing and communicating eviction policies and processes
- Annabelle Sibthorpe, Associate Director of Programs and Evaluation, Eden Housing
Strategies to build trust with residents to support resident stability and mobility

OPEN DISCUSSION

- Are organizations experiencing changes in terms of evictions or rental arrears?
- What types of data/software are organizations utilizing to measure the impact of their work?

UPDATES

- HPN is launching a partnership with Esusu
- Family Self-Sufficiency training
- Papers forthcoming on Renter Advantage and Family Self-Sufficiency

WRAP-UP AND NEXT STEPS