

Fall 2020 Virtual Meeting: Property Operations/Resident Services December 1, 2020 - 2:00 – 3:30 EDT

Agenda

Welcome & Overview—Brendan Dolan & Micayla Le Lugas

Objective of the Meeting: Transitioning during COVID to being able to safely provide resident services at a similar level to pre-COVID. Safely conducting routine maintenance & inspections of resident units. We will hear from members who are adjusting services to be responsive while keeping employees and residents safe.

Main Topics for Discussion:

- Virtual Delivery of Services
- Resident Struggles: Mental Health and donation preparation for winter months. Wifi Connectivity
- Risk mitigation: Engaging w/ tenants in units through Covid. Property operations working w/ resident services
- Tenant Education during COVID: Resident Services & Safety
- Work Orders & Tenant Education for Safety.

Additional Topics for Discussion

- Future operating plans – transitioning from virtual to in person. Staffing levels, resident services on site
- Policies to protect employees and residents
- Operational practice: Future state

Member Discussion Leaders

- Roshe Malakuti – ABODE
- Santiago DeAngulo - AEON

Resources

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