



AGENDA

Resident Services and Property Operations

COMMUNITY OF PRACTICE

Thursday, June 6th ▪ 10:30AM

Description: This session will allow members working in property operations and resident services to explore some of the challenges they are jointly facing, such as safety, rental losses, high costs, and how to balance supporting residents and building community with preserving stable affordable housing and resolving tenancy issues. We will also create space for members to engage with their peers on opportunities and challenges they are facing.

Welcome:

- Meaghan McCarthy | Vice President of Affordable Housing and Consumer Empowerment at HPN
- Brendan Dolan | President of Housing Partnership Insurance Exchange at HPN

Discussion:

- In the face of current operational pressures, including rental arrears and rising insurance costs, how are people working across departments to support residents and communities while dealing with challenging tenants?
 - Natalie Reider | Senior Vice President of Community Operations at Jamboree
- Strategies for effectively stabilizing and serving Permanent Supportive Housing residents
 - Becky Clark | CEO of Linc Housing
- *Open Discussion*

Additional Resources:

- [Esusu](https://www.esusu.org). HPN continues to partner with Esusu to offer discounted pricing for members. Reach out to hpn@esusu.org for more information.
- [Virtual Peer Exchange](#). Resident Services and Property Operations each have one more Virtual Peer Exchange planned for 2024. You can register below:
 - [Resident Services - Tuesday, July 16th @ 3pm ET](#)
 - [Property Operations - Monday, July 15th @ 3pm ET](#)
- [Joint Virtual Peer Exchange in the Fall](#). We will be hosting a joint Resident Services and Property Operations Virtual Peer Exchange in the fall. Look for an invitation to register from our Peer Exchange Team.