

Action Plan Report



Property	Primary	Quantity Goal	Report	Measurement	Action Item	Potential Barriers
Bridge Village (BRV)	Current time to reoccupy a vacant unit is currently 11 days.	10 days	Unit Turnover report	(Move out date)-(Move in date)	<ul style="list-style-type: none"> Start calling applicants as soon as we receive a 30 day NTV NEW Action item- call multiple households for one NTV. Work on 2 households for each vacant, carry the household not ready and approved to the next vacant unit. 	<p>Having staff maintain being proactive rather than reactive. Getting good systems in place for the team. Some bad word of mouth around town will take some time to change our reputation as we rid the property of some negative residents.</p> <p>NEW: Potential barriers- we have gotten a good system in place and were routinely flipping and filing units immediately after a move out. A round of recent household that dropped keys without NTV that the site was not prepared for has thrown the team off balance, just have to get back to their system that was working. Negative residents have been removed from the property and new residents are moved in, we are working to improve the reputation, with the current residents as well. Happy residents refer friends to move in.</p>
Bridge Village (BRV)	Current time to reoccupy a vacant unit is currently 11 days.	10 days	Unit Turnover report	(Move out date)-(Move in date)	<ul style="list-style-type: none"> Advertising oCraigslist/Rentlinc Plus oRan an ad in newspaper for a week for our AFHMP oPutting flyers up in places that will allow us to post vacancies NEW Action item- contacting other local housing agencies, homeless agencies and shelters. Running craigslist adds regularly, posting flyers in places where our residents traditionally come from. Attending G of C meetings monthly and reaching out to other community agencies to get help filing apps. We are working on building our waitlist to ensure we have enough apps for any upcoming vacant units. 	
Bridge Village (BRV)	Current time to reoccupy a vacant unit is currently 11 days.	10 days	Unit Turnover report	(Move out date)-(Move in date)	<ul style="list-style-type: none"> Agency Referrals oHave a contact at Sault Tribe housing that I contact when my waitlist is low. oHave called Sault Housing commission and they send out a Media blast to other agencies to let them know the waitlist is low. 	
Bridge Village (BRV)	Current time to reoccupy a vacant unit is currently 11 days.	10 days	Unit Turnover report	(Move out date)-(Move in date)	<ul style="list-style-type: none"> Resident Referrals oResident referrals: giving a bonus to anyone who recommends an applicant to move in- this has been done in the past, would like to implement again 	
Bridge Village (BRV)	Current rolling 12 month Turnover rate is 34%	15%	Unit Turnover report	Number of Move Outs that Occurred During Period / Number of Units in Property	<ul style="list-style-type: none"> Many of the residents that have moved out over the last year have been moved out through evictions/money judgments. We need to create Happy residents who will take care of the property and pay their rent on time. We have weeded out some bad offenders in the past year and we have replaced them with new residents, we hope who will stay. NEW Action item- majority of residents have either moved out through eviction or due to relocation which they haven't stayed in the area or they were an ongoing issue that we have asked them to move to avoid legal eviction. 	<p>With 100 units we will still face some households who are not in compliant and no matter how hard we work with them, will remain unwilling to conform to our rules and regulations. If folks are moving out of the area for work, that is also another barrier. Plus Soo Housing is a big competitor in the area for affordable housing. We have struggled maintaining a good healthy waitlist.</p> <p>NEW Potential barriers- the evictions will always occur, we do try to work with residents to fix/correct the issue they are being evicted for.</p>
Bridge Village (BRV)	Current rolling 12 month Turnover rate is 34%	15%	Unit Turnover report	Number of Move Outs that Occurred During Period / Number of Units in Property	<ul style="list-style-type: none"> Our actions are as follows: <ul style="list-style-type: none"> oEducating our residents at the time of move in and annual regarding our standards and the lease will be key to stopping evictions. We recently implemented a new Annual Recertification procedure January 2019 that will curb many issues that were occurring prior to them happening. We lost a few households last year who failed to do their annual paperwork and we feel this will help curb this issue. I will also upload a copy of that to this as well oTrying to work with residents to correct issues-warnings, lease violations, and last chance meetings. We warned off losing a resident a week ago that was behind on her rent, utilities out of her name, and in general out of compliance with her lease. Within a week she had these items turned around in lieu of the property filing an eviction. 	<p>Many of the residents that have moved out over the last year have been moved out through evictions/money judgments.</p> <p>We lost a few households last year who failed to do their annual paperwork and we feel this will help curb this issue.</p>
Bridge Village (BRV)	Current rolling 12 month Turnover rate is 34%	15%	Unit Turnover report	Number of Move Outs that Occurred During Period / Number of Units in Property	<ul style="list-style-type: none"> oResident retention programs oCurrent functions: Senior Holiday luncheon/party oBeautification of the property through flower planting in spring at clubhouse and at entry of property. 	
Bridge Village (BRV)	Current rolling 12 month Turnover rate is 34%	15%	Unit Turnover report	Number of Move Outs that Occurred During Period / Number of Units in Property	<ul style="list-style-type: none"> oProposed Ideas: Snowman building contest oEaster egg hunt oFlower planting party oMonthly Coloring contests for kids oSenior spring Fling/BBQ oFall Leaf contest 	
Bridge Village (BRV)	Decrease Make Ready Time from 4 days	3 Days to make a unit Market Ready	Unit Turnover Report	Make Ready Date minus Move Out Date	<ul style="list-style-type: none"> When we receive a NTV we send the resident a letter stating that we will be doing a move-out inspection that is scheduled for approximately 2 weeks before their move out. During this inspection we are looking for: <ul style="list-style-type: none"> oDamage to floors oDamage to walls oBlinds need replaced oAppliances in good working order oLeaking drains/plumbing oAny other issues that will come up during a unit flip When we get keys from a resident Maintenance goes to the unit and assess the unit now that it is empty. If there are any belongings left in the unit they clean the unit out and document what they had to remove/dispose of 	<p>Evictions- During an eviction proceeding we do not send them a notice that we are going to do a move out inspection so when we do get possession we are not sure of the state of their unit until we get keys/possession, per our attorney we must tread lightly here so we have no pushback for harassing the residents. We are never sure of exactly when we are going to get possession so we may have other move-outs scheduled out for a unit turn and then we get backed up due to multiple unit turns at the same time.</p>
Bridge Village (BRV)	Decrease Make Ready Time from 4 days	3 Days to make a unit Market Ready	Unit Turnover Report	Make Ready Date minus Move Out Date	<ul style="list-style-type: none"> oUnit turn schedule oDay 1: Remove anything left behind oPatch any damaged walls oPaint oChange locks 	Multiple move-outs at one time.
Bridge Village (BRV)	Decrease Make Ready Time from 4 days	3 Days to make a unit Market Ready	Unit Turnover Report	Make Ready Date minus Move Out Date	<ul style="list-style-type: none"> oUnit turn schedule oDay 2: Clean unit top to bottom oDo any other repairs that are needed 	Multiple move-outs at one time.
Bridge Village (BRV)	Decrease Make Ready Time from 4 days	3 Days to make a unit Market Ready	Unit Turnover Report	Make Ready Date minus Move Out Date	<ul style="list-style-type: none"> oUnit turn schedule oDay 3: Carpets cleaned (Management calls and schedules with carpet cleaners) oAny other repairs/touchups needed 	Multiple move-outs at one time.
Bridge Village (BRV)	Decrease Make Ready Time from 4 days	3 Days to make a unit Market Ready	Unit Turnover Report	Make Ready Date minus Move Out Date	<ul style="list-style-type: none"> oAfter the carpets are cleaned we do a final walk through of a unit to make sure that it is market ready and maintenance completes the make ready in Onsite. 	Large amount of damages in a unit