Resident Services and Asset Management – Partnering for Resident Resiliency

August 12, 2020 | 12:00 – 1:30 EDT

Logistics

Questions
• Write into the Q&A section

Chat
• For logistics and announcements only

Feedback
• Survey will pop up on your screen when you leave the webinar

Slides and Recording
• Slides are there now
• Recording by Friday
www.chamonline.org/webinars
Presenters:

Melissa Baker
Portfolio Asset Manager, REACH CDC

Donovan Duncan
Executive Vice President, Urban Strategies

Alexandra Nassau Brownstone
Director, Resident Outcomes and CORES, SAHF

Elizabeth González Suárez
Vice President of Community Life, The Community Builders

Joan Tally
Managing Director, Morgan Stanley Community Development Finance

Moderator: Harold Nassau
Senior Director of Asset Management, NeighborWorks America

Questions

How has the relationship between Resident Services, Asset Management and Property Management changed in your organization?

How has the pandemic changed your programming and priorities?

How hard are you working and how stressed are you?

What are the big changes we should be thinking about?
Themes

Balance of property & tenant stability:
- Changing team roles
- Data sharing
- Meetings
- Decision making
- Involving Sr staff, board & residents

Building trust with residents through:
- Intentionality
- Authenticity
- Collaboration

Team approaches to replace silos:
- Bridging the digital divide
- Virtual learning/sharing opportunities
- Underwriting resident services in development

Evolution of Resident Service model:
- Resident equity and inclusion initiatives

Upcoming Webinars

Asset Management Software
Wednesday, Sept 9, 12:00 to 1:30 EDT

Year 15 Dispositions: Navigating the Challenges w/Purchase Options and Rights of First Refusal
Wed Sep 23, 12:00 to 1:15 EDT

Registration Open in September
Free CHAM Membership! JOIN NOW! www.chamonline.org/membership

Asset Management Templates and Weblinks www.chamonline.org/resources

Opening Doors in the Affordable Housing Community