



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

<p>Balance of property & tenant stability: Changing team roles Data sharing Meetings Decision making Involving Sr staff, board & residents</p>	<p>Building trust with residents through Intentionality, authenticity and collaboration</p>
<p>Team approaches to replace silos Bridging the digital divide Virtual learning/sharing opportunities Underwriting resident services in development</p>	<p>Evolution of Resident Service model Resident equity and inclusion initiatives</p>

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



**Asset Management 2020
Response and Resilience**

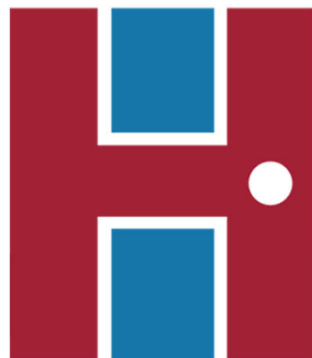
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