

# Breaking Down Silos – Updating Communication Tools and File Structure



Everyone deserves a place to call home.

# Reasons for Change

- Desire to break away from VPN based access to a more robust cloud based access platform
- File structure based on departments not communities
- Communication on key events tended to miss key players, including resident services
- Need for more inclusivity in all aspects of workflow
- Need to bring fiscal staff into operational issues before funds are needed
- Need to have operations activity more fluid

# Previous File Structure

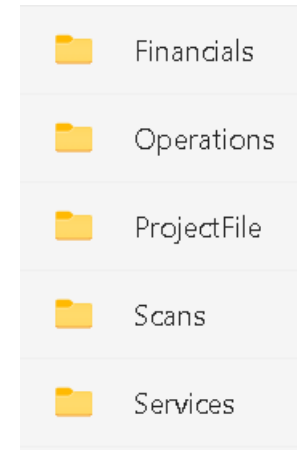
- Asset Management - General
- Asset Management - Projects
- Asset Management - Reports
- Board and Committees
- Community Builders - Events
- Community Builders - General
- Community Builders - Reports
- Fiscal - Audits and Tax Returns
- Fiscal - Budgets
- Fiscal - General
- Fiscal - Public
- Fiscal - Reports
- Housing Development - General
- Housing Development - Projects
- Housing Development - Reports
- Housing Partnership Network
- Human Resources
- Logos
- NeighborWorks
- Outreach
- Programs - General
- Property Management - Buildings
- Property Management - General
- Property Management - Reports
- Public Relations - General
- RecData
- Resident Services - General
- Resource Development - General

# Current Setup & File Structure

- Teams group for each community

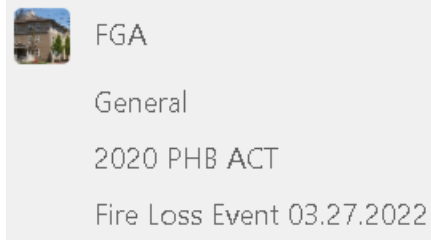


- Same file structure for each community



# Events

- Public/private channels created as needed
  - Casualty loss, inspections, contract renewals, etc.



# Access, Rotation, & Onboarding

- Staff from each department involved in the property
  - Finance/accounting
  - Resident Services
  - Compliance
  - Asset Management
  - Property Management
  - On call maintenance