



NeighborWorks®

AMERICA

Working Together for Strong Communities

# Silo Busting

Resident Service Convening  
2022

@NeighborWorks



# Silos – the background

**Managing Tensions between PM and RS**

**Endless meetings**

**Detailed protocols**

**Contract**

**CHAM conference sharing**

# Shared Goals

Turnover rates -

Late payment and nonpayment

Damage to unit

Better tenants

Communication gaps

Resident stability

Eviction prevention

Disruption to residents

Participation in service offering

Communication gaps

# Joint accountability

Resident satisfaction/resident outcome surveys

Shared goals in workplans?

Incentives?

# Hurdles

Conflicting goals

Conflicting culture/style/personality

Executive commitment

to RS

to getting RS and PM to work together

Metrics: monetizing RS outcomes

# Today.....

Executive commitment to a truly integrated approach through corporate structuring.

Executive commitment to an integrated approach through information sharing technology.