



Workshop Focus

Resident Services: More than a Compliance Issue

Workshop Goals

1. Increase understanding of resident services
2. Learn about several resident services 'best practices' programs
3. Increase understanding of resident level and property level outcomes
4. Introduction to Resident Services Opportunity Project

What are Resident Services?

According to Enterprise Community Partners,

“Resident services in affordable rental housing connect residents to available, quality services and benefits to help them *maintain stability*, advance their job skills, obtain better jobs and become financially independent. In addition, after-school programs provide safe havens and education support to help children succeed and stay in school.”

According to Enterprise Resources Corporation,

“The principal task of the *Resident Services Coordinator* (RSC) is to develop relationships with residents to learn about their service goals and build trust.”

Resident Services

Lease Compliance

Eviction Prevention

Information and Referrals

Health and Wellness Programs

After-School Programs

Adult Education Programs

Employment Readiness Programs

Financial Education

Specific examples from the group

Umpqua CDC

St. Vincent De Paul

Cascade Housing Group

Why do we provide
these services?

Resident Level Outcomes
&
Property Level Outcomes

Resident Level Outcomes

1. Children participating regularly in effective residentially-based after-school programs are more likely to maintain good grades or improve educational performance.
2. Adults connected to effective employment services are more likely to get jobs or better jobs and increase annual income.
3. On-site health and wellness programs decrease dependence on emergency room visits for routine care.
4. Families participating in residentially-based services are more likely to be involved or volunteer in their community which contributes to residents taking better care of their housing and looking out for their neighbors.
5. Families living in housing with resident services have higher rates of housing stability.

Property Related Outcomes

Umpqua CDC

St. Vincent De Paul

Cascade Housing Group

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Increase and Stabilize Occupancy

Improve Rent Collection

Reduce Evictions

Reduce Maintenance Costs

Benefits to Property Management

Marketing

Leasing and Orientation

Resident Retention

Rent Collection

Evictions

Safety and Security

Maintenance

Research on the Impact of Resident Services on Property Performance

In 2006, Enterprise partnered with Mercy Housing to study the impact of resident services on property performance in 36 family properties totaling 1,787 units

Vacancy losses, legal fees and bad debts

FY 2005 -Savings were \$225per unit

FY 2006 -Savings were \$356per unit

If you have a property with 100 units
\$35,600 savings to spend on services

Local Research

Neighborhood Partnership Fund
“Demonstration Project”

The Challenge

What we know...

Community Development Orgs, Housing Authorities, and For-Profits hold more than 54,000 units of affordable housing.

We have successfully provided resident services to these units.

We know that resident services are successful, both at the resident AND property levels.

What is the challenge?...

There are not clear unified strategies to articulate their collective benefits and to assure long term support for residents.

Meeting the Challenge

Resident Services
Opportunities Project

Messaging and Outcomes

(Resident-level &
Property-related)

Opportunity for the Industry

The efficiencies and effectiveness of resident services strategies and a framework for sustainable resident services needs to be articulated to elected and government leaders and to funders.

Let's Discuss...

What do we want to accomplish at these levels?

- Local
- State
- Federal

Contact Info

Anne M. Williams
St. Vincent De Paul
Housing Programs Director
541-687-5820 ex 127
awilliams@svdp.us

Kate Fulton
Oregon Opportunity Network
Resident Services
Industry Support Coordinator
503-335-9884
kate@cdnportland.org
www.cdnportland.org

Philip D. Hedrick
Cascade Housing Group, LLC
3300 N.W. 185th St. #222
Portland, OR. 97229
503-799-9454
cascadepdh1@aol.com

Betty Tamm
Executive Director
605 SE Kane Street
Roseburg, OR 97470
Phone: (541) 673-4909
btamm@umpquacdc.org
www.umpquacdc.org