

AGENDA

Property Operations and Resident Services

COMMUNITY OF PRACTICE

Thursday May 29th ▪ 11:00am – 12:30pm ET

Description: This session offers the members the opportunity to engage with peers working in resident services and property operations. As part of this session we will hear about some promising practices members are testing to improve operations and increase impact on residents, while also discussions challenges facing operators.

Welcome: Meaghan McCarthy and Bendan Dolan, HPN

Discussion:

- Promising resident engagement models, *Judy Herbstman, Settlement Housing Fund*
- Open Discussion: Issues that are top of mind
- Trauma-informed, Person-centered housing—updates and feedback, *Julianna Stuart-Lomax, Preservations of Affordable Housing*

Wrap-Up

Upcoming Virtual Peer Exchange Sessions:

- Resident Services Virtual Peer Exchange—September 9th at 1pm ET
- Joint Resident Services, & Property Operations Virtual Peer Exchange—Monday, October 6th at 3pm ET

Additional Resources:

- SAHF Housing Stability Cohort Practitioners Guide [Practitioner's Guide](#)
- Learn more about ProdigyLink, which offers solutions to accelerate water resilience and reduce costs across portfolios: <https://prodigylink.com/solutions/>