


SPRING TRAINING FOR PROPERTY MANAGERS

2009 PennDelAHMA Fall
Conference
October 28, 2009

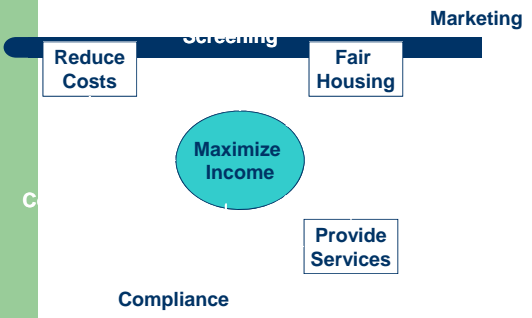


MANAGEMENT GOALS AND OBJECTIVES

- Economic Performance
- Best Practices Benchmarks
- Provide Quality Housing



Property Management



Reduce Costs

Screening

Fair Housing

Marketing

Maximize Income

Provide Services

Compliance

Economic Performance

Maximizing Income

- Increase rents on a regular basis
- Be aggressive with collection policy & consistent with implementation
- Reduce turnover time
- Enforce lease with the collection of miscellaneous fees:
 - Late fees
 - Legal fees
 - NSF fees
 - Damages



Economic Performance

Maximizing Income

- Collect former resident bad debt
- Submit Section 8 special claims
- Maximize ancillary income to include revenue from laundry, cable TV, vending machines and rooftop antennas.



Economic Performance

Reducing Operating Costs

- Energy Conservation
 - Review and analyze utility bills on a monthly basis
 - Consider sub metering possibilities when feasible
 - Conduct energy audits and present results and application to government agencies for funding



Economic Performance

Reducing Operating Costs

■ Energy Conservation

- Utilize Energy Star products whenever possible
- Optimize automatic energy management systems for heating, cooling and lighting



Economic Performance

Reducing Operating Costs

- Evaluate personnel & payroll on an annual basis
- Revise and/or re-negotiate service contracts

Do not sacrifice quality for price

Check all vendor/contractor references and insurance coverage to ensure quality services and products



Economic Performance

Reducing Operating Costs

- Manage inventory and limit trips to the hardware store
- Perform a waste audit and take advantage of recycling items
- Recycle computer equipment and old TV's used for surveillance



Economic Performance

Reducing Operating Costs

■ Risk Management

- Perform audits to minimize safety issues
- Minimize losses and reduce loss history issues when shopping for insurance quotes
- Appeal real estate taxes



Best Practices Benchmarks

Access to Services

Improve access to services and resources through effective partnerships and creative service coordination

- Youth Programs
 - After School Tutoring
 - Quarter Back Clubs
 - Boy and Girl Scout Troops
- Seasonal Festivals
- Adult Education



Best Practices Benchmarks

Development Performance

Improve building and unit maintenance, preventing crime, reducing delinquencies and evictions.

- Implement a preventive maintenance program
- Provide "customer service" by quickly responding to maintenance calls
- Pampering Your Home Club (housekeeping workshop for residents)



Best Practices Benchmarks

Development Performance

Improve building and unit maintenance, prevent crime, reduce delinquencies and evictions.

- Conduct initial and annual criminal background checks
- Notify residents immediately of late payments
- Be consistent and punctual termination notices



Best Practices Benchmarks

Education and Employment

- Constantly enhance staff career development and train on a regular basis to improve customer service skills
- Assist residents with various scholarship programs



Best Practices Benchmarks

Fair Housing



It is not an option; it is the law!

Best Practices Benchmarks Fair Housing

Overall Sound Management

Maximize revenues

- Reduce costs
- Provide quality services
- Hiring the best team of employees
- Utilize best practices
- Maintain program compliance
- Maintain curb appeal to ensure quality appearance

Overall Sound Management

- Maintain excellent relations w/ local law enforcement
- Promote resident services and neighborhood network programs
- Meet the criteria to qualify as a "Community of Quality" recognized by NAHMA-National Affordable Housing Management Association

**COMMUNITIES
OF QUALITY**

Communities of Quality®
Metropolitan Plaza University Square