



LSC
INSTITUTE

COVID-19 Asset Management – Strategic Responses

Date: May 27, 2020

Time: 12:00 –1:00 EDT

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Thank you to the LISC Institute for hosting the webinar!

Welcome



**Advancing
Mission and Performance
in Affordable Housing**

Goals: Learn about two affordable housing providers who are pivoting their asset management approach to address COVID-19 stresses on properties, portfolios and residents. Rethink our practices around property management, resident outreach, data analytics, and investor/lender engagement.

Agenda:

1. Welcome
2. Asset Management Strategies
3. ONE Neighborhood Builders
4. REACH CDC
5. Q&A
6. CHAM Updates



Presenters

Moderator

Jeremiah O'Grady, Senior Program Officer,
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REACH CDC

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ONE Neighborhood Builders

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CHAM Host

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Logistics

Q&A – Write your questions into the Q&A feature. We will try to answer as many questions as possible.

Please fill out the webinar evaluation that will come up on your screen right after you sign out of Webex.

Webinar slides are available for download in today's Webex. Expect an email with link to slides, recording and handouts in a few days.



**Advancing
Mission and Performance
in Affordable Housing**

ONE NEIGHBORHOOD BUILDERS COVID-19 ASSET MANAGEMENT STRATEGIC RESPONSE

CRISIS RECOGNITION

MAY 27, 2020





ONE|NB PORTFOLIO

QUICK OVERVIEW

- Operates in two neighborhoods in Providence, RI
- Managing partner in 10 separate LP's and a variety of wholly owned properties.
- First Realty Management (FRM) is the managing agent for the 363 dwelling units and 12 commercial units.
- All the projects are scattered site comprising 122 individual buildings.

CRISIS RECOGNITION STRATEGY

Three components of our reaction to the Covid-19 crisis:

- **Information**
 - Transparency, Timeliness
- **Communication**
 - Compassion
- **Partnerships**
 - Collaboration

INFORMATION: MONITORING TRENDS THAT COULD IMPACT PORTFOLIO PERFORMANCE

- Mid January 2020 – It became evident that the virus was spreading to the U.S., but impacts were unclear.
- Monitoring the outbreak through February, it became apparent that there could be significant disruption to employment – potentially affecting rent collections.
- By early March, as the pandemic spread, we began to model several scenarios related to the severe disruption of economic activity.
- Continuously gathered data on collections for all the LPs.
- By mid April, we forecast cash flow impacts through the end of 2020.

COMMUNICATIONS

Partners:

- First Realty Management (FRM)
- Rhode Island Housing
- Local Initiatives Support Corporation (LISC)
- National Equity Fund (NEF)
- Enterprise Community Partners

Residents:

- Letters from the owners
- Notification from FRM to residents regarding procedures during pandemic.
- Move-in procedures changed so that little or no contact is made during the process.

COMMUNICATIONS – EZTEXTING & CALLFIRE

Increased communication and access to information has become an important component in managing the crisis. We acknowledged this and took additional steps to ratchet up our communication with our residents, partners and community at large.

Since the launch of the use of the platforms we have distributed 6 text messages & 1 voice mail to over 600 individuals or families. Our retention rate is extremely high, and we have only experienced 5 opt-outs from the service.



Dear Neighbor,
ONE Neighborhood Builders is here for you. Many of you have been affected by COVID-19 and need help with money, food, health, and more. We will send you texts about emergency help as it becomes available.
In Community,
ONE Neighborhood Builders

Querido Vecino,
ONE Neighborhood Builders esta aqui para usted. Muchos de ustedes han sido afectados por COVID-19 y necesitan ayuda con el dinero, comida, salud, y mas. Le enviaremos mensajes de texto sobre la ayuda de emergencia a medida que se vuelva disponible.
En Comunidad,
ONE Neighborhood Builders

RESIDENT SERVICES

The Resident Service Coordinator has been a crucial resource for communications between ONE|NB, the residents and FRM. ONE|NB's RSC has been tasked with tracking the impact of COVID-19 on our residents, connecting them to emergency resources and championing our mission to provide a vibrant, healthy, and safe home to all residents during this difficult time

To track the impact we have instructed the RSC to keep detailed spreadsheets and log all contacts with our residents. Including the reason for the communication, the need of the resident and the outcome of the outreach.

The RSC and fellow CHW have directly impacted ONE|NB residents and other residents in the community in the following ways:





COVID-19 Resources

Food

Can't afford food?

- >Call 401.942.6325 for a pantry near you - some pantries deliver.
- > Register for Meals on Wheels (if your 60+) by calling 401.351.6700
- >Stop by Federal Hill House Food Pantries (bring photo ID)
35 Swiss St. Providence - 9am-12pm - Tuesday to Friday.
- Olneyville Food Pantry - 261 Manton Ave Providence -Tuesday to Friday 9am- 1pm.

Can buy food, but need delivery?

- >Find grocery delivery options here: <http://www.oha.ri.gov/deliveryoptions/>



Unemployment

Unemployed due to COVID-19 Pandemic?

- >If you qualify for regular unemployment insurance, fill out an application here:
<https://dltweb.dlt.ri.gov/UIClaims2013/intro/index.aspx?AC=yes>
- >If you are a gig economy worker, contract worker, small business owner worker for hire, self employed or otherwise ineligible for regular unemployment insurance you can still get insurance if you are out of work due to COVID-19. Apply here:
<http://covidemergencyuibenefits.dlt.ri.gov>

(Having trouble applying online? Call: 401-243-9100)



Health



Feeling sick and think it may be COVID-19?

- >Call your doctor to see if you should get tested.
- Don't have a doctor? Call (401) 444-0404 to connect with a doctor from Providence Community Health Centers

Having trouble coping with stress, anxiety, or other emotions due to COVID-19?

- >Call BH-LINK: For Adults (18+): 401-414-5465. For Children (17 and under): 855-543-5465

For all other questions, or help with connecting to resources, please call 211



OUR PARTNERS

- First Realty Management
- Rhode Island Housing
- Local Initiative Support Corporation LISC
- National Equity Fund
- NeighborWorks America
- RI COVID Relief Fund

SOLUTIONS

- Proposed relief from RI Housing:
 - Temporary suspension of deposits to Replacement and Operating Reserve
 - Use of Operating and Replacement reserves to supplement operations.
 - Debt Forbearance Agreement for specific amount of time. Payments added to the end of the amortization schedule.
 - Suspension of distribution payments and use surplus cash to supplement operations.

PROPOSED SOLUTIONS

APPROVAL FROM RI HOUSING

ONE|NB Portfolio – Proposed Strategies to Address Revenue Loss

Adelaide

- 6-month Debt Service Forbearance effective June 1
- Suspend RR deposits, effective May 1
- If surplus at year-end; 50/50 replenish replacement reserve and meet Op Reserve requirement

BSR

- Expand draws from NOP
- Release up to \$15,000 from Operating Reserve
- Suspend RR deposits, effective May 1
- If surplus at year-end; 50/50 replenish replacement reserve and meet Op Reserve requirement

ENRI – *unique b/c KSC*

- Suspend RR deposits, effective May 1
- 6-month Debt Service Forbearance effective June 1 – is this possible?

ENRII

- Release up to \$25,000 from Operating Reserve
- Suspend RR deposits, effective May 1
- If surplus at year-end; 50/50 replenish replacement reserve and meet Op Reserve requirement

PHP

- Release up to \$25,000 from Operating Reserve
- If surplus at year-end; 50/50 replenish replacement reserve and meet Op Reserve requirement

Villa

- Strong cash balance
- Expand draws from NOP
- Release up to \$50,000 from Operating Reserve
- If surplus at year-end; 50/50 replenish replacement reserve and meet Op Reserve requirement

AG

- Can we draw from Deficit Reserve? (\$55,000 balance)

Adelaide

- 6-month Debt Service Forbearance effective June 1
- Suspend RR deposits, effective May 1
- If surplus at year-end; 50/50 replenish replacement reserve and meet Op Reserve requirement

Villa

- Strong cash balance
- Expand draws from NOP
- Release up to \$50,000 from Operating Reserve
- If surplus at year-end; 50/50 replenish replacement reserve and meet Op Reserve requirement

FINANCIAL ANALYSIS

Adelaide

Collection Rate Tenant Rent	100%	83%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
Vacancy Loss	0%	2%	2%	3%	3%	4%	4%	3%	3%	3%	3%	3%

	Annual	Month	Jan /Feb	March	April	May	June	July	August	September	October	November	December
	Budget	Budget	Actual	Actual	Actual	Project	Project	Project	Project	Project	Project	Project	Project
Gross Potential Rent - Residential	\$223,828	\$18,652	\$37,812	\$19,125	\$15,481	\$13,989	\$13,989	\$13,989	\$13,989	\$13,989	\$13,989	\$13,989	\$13,989
Gross Potential Rent - Subsidy	\$87,045	\$7,254	\$15,836	\$8,527	\$7,254	\$7,254	\$7,254	\$7,254	\$7,254	\$7,254	\$7,254	\$7,254	\$7,254
Gross Potential Rent - Commercial													
Other income	\$7,125	\$594	\$209	\$2,780	\$594	\$594	\$594	\$594	\$594	\$594	\$594	\$594	\$594
Total Income	\$317,998	\$26,500	\$53,857	\$30,432	\$23,329	\$21,837	\$21,837	\$21,837	\$21,837	\$21,837	\$21,837	\$21,837	\$21,837
Vacancy Loss - Residential	-\$3,440	-\$287	-\$36	\$0	-\$373	-\$373	-\$560	-\$560	-\$746	-\$746	-\$560	-\$560	-\$560
Net Income	\$314,558	\$26,213	\$53,821	\$30,432	\$22,956	\$21,464	\$21,277	\$21,277	\$21,091	\$21,091	\$21,277	\$21,277	\$21,277

FINANCIAL ANALYSIS

Adelaide Apartments

	Annual Budget	Month Budget	Jan /Feb Actual	March Actual	April Actual	May Project	June Project	July Project	August Project	September Project	October Project	November Project	December Project
Total Operating Expenses	\$267,093	\$22,258	\$39,348	\$22,470	\$22,258	\$22,258	\$22,258	\$22,258	\$22,258	\$22,258	\$22,258	\$22,258	\$22,258
NOI	\$47,465	\$3,955	\$14,473	\$7,962	\$698	-\$794	-\$981	-\$981	-\$1,167	-\$1,167	-\$981	-\$981	-\$981
Hard Debt Service	\$39,432	\$3,286	\$6,574	\$3,286	\$3,286	\$3,286	\$3,286	\$3,286	\$3,286	\$3,286	\$3,286	\$3,286	\$3,286
Escrow + RR Release (CF Addition)	\$106,107	\$8,842	\$5,975	\$0	\$8,842	\$8,842	\$8,842	\$8,842	\$8,842	\$8,842	\$8,842	\$8,842	\$8,842
Escrow + Op. Res Deposits	\$52,428	\$4,369	\$8,738	\$4,369	\$4,369	\$4,369	\$4,369	\$4,369	\$4,369	\$4,369	\$4,369	\$4,369	\$4,369
Replacement Reserve Deposits	\$22,800	\$1,900	\$3,800	\$1,900	\$1,900	\$1,900	\$1,900	\$1,900	\$1,900	\$1,900	\$1,900	\$1,900	\$1,900
Capital Expenditures	\$38,912	\$3,243	\$1,817	\$4,235	\$3,710	\$3,710	\$3,710	\$3,710	\$3,710	\$3,710	\$3,710	\$3,710	\$3,710
Net Cash Flow	\$0	\$0	-\$481	-\$5,828	-\$3,724	-\$5,216	-\$5,403	-\$5,403	-\$5,589	-\$5,589	-\$5,403	-\$5,403	-\$5,403
Cumulative Cash Flow			-\$481	-\$6,309	-\$10,033	-\$15,249	-\$20,652	-\$26,055	-\$31,644	-\$37,234	-\$42,637	-\$48,039	-\$53,442

FINANCIAL ANALYSIS

Adelaide Apartments

	Annual Budget	Month Budget	Jan /Feb Actual	March Actual	April Actual	May Project	June Project	July Project	August Project	September Project	October Project	November Project	December Project
Net Income	\$314,558	\$26,213	\$53,821	\$28,246	\$22,811	\$21,319	\$21,060	\$21,060	\$20,801	\$20,801	\$21,060	\$21,060	\$21,060
Total Operating Expenses	\$267,093	\$22,258	\$39,348	\$22,258	\$22,258	\$22,258	\$22,258	\$22,258	\$22,258	\$22,258	\$22,258	\$22,258	\$22,258
NOI	\$47,465	\$3,955	\$14,473	\$5,988	\$553	-\$939	-\$1,198	-\$1,198	-\$1,457	-\$1,457	-\$1,198	-\$1,198	-\$1,198
Hard Debt Service	\$39,432	\$3,286	\$6,574	\$3,286	\$3,286	\$3,286	\$0	\$0	\$0	\$0	\$0	\$0	\$3,286
Escrow + RR Release (CF Addition)	\$106,107	\$8,842	\$5,975	\$0	\$8,842	\$8,842	\$8,842	\$8,842	\$8,842	\$8,842	\$8,842	\$8,842	\$8,842
Escrow + Op. Res Deposits	\$52,428	\$4,369	\$8,738	\$4,369	\$4,369	\$4,369	\$4,035	\$4,035	\$4,035	\$4,035	\$4,035	\$4,035	\$4,035
Replacement Reserve Deposits	\$22,800	\$1,900	\$3,800	\$1,900	\$1,900	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Capital Expenditures	\$38,912	\$3,243	\$1,817	\$3,710	\$0	\$0	\$0	\$3,710	\$0	\$3,710	\$0	\$3,710	\$0
Net Cash Flow	\$0	\$0	-\$481	-\$7,277	-\$160	\$248	\$3,609	-\$100	\$3,350	-\$359	\$3,609	-\$100	\$323
Cumulative Cash Flow			-\$481	-\$7,758	-\$7,917	-\$7,669	-\$4,060	-\$4,160	-\$810	-\$1,170	\$2,439	\$2,339	\$2,662

FINANCIAL ANALYSIS

Villa Apartments

Collection Rate	100%	93%	75%	75%	75%	75%	75%	75%	75%	75%	75%
Vacancy Loss	0%	2%	2%	3%	3%	4%	4%	3%	3%	3%	3%

	Annual Budget	Month Budget	Jan /Feb Actual	March Actual	April Project	May Project	June Project	July Project	August Project	September Project	October Project	November Project	December Project
Gross Potential Rent - Residential	\$294,531	\$24,544	\$49,610	\$25,124	\$22,826	\$18,408	\$18,408	\$18,408	\$18,408	\$18,408	\$18,408	\$18,408	\$18,408
Gross Potential Rent - Subsidy	\$28,128	\$2,344	\$5,238	\$3,244									
Gross Potential Rent - Commercial													
Other income	\$35,952	\$2,996	-\$265	\$10,125	\$53	\$53	\$8,828	\$53	\$53	\$8,828	\$53	\$53	\$8,828
Total Income	\$358,611	\$29,884	\$54,583	\$38,493	\$22,879	\$18,462	\$27,236	\$18,462	\$18,462	\$27,236	\$18,462	\$18,462	\$27,236

FINANCIAL ANALYSIS

Villa Apartments

	Annual Budget	Month Budget	Jan /Feb Actual	March Actual	April Actual	May Project	June Project	July Project	August Project	September Project	October Project	November Project	December Project
Total Operating Expenses	\$319,619	\$26,635	\$57,856	\$27,481	\$26,635	\$26,635	\$26,635	\$26,635	\$26,635	\$26,635	\$26,635	\$26,635	\$26,635
NOI	\$32,282	\$2,690	-\$3,313	\$11,012	-\$4,246	-\$8,664	-\$135	-\$8,910	-\$9,155	-\$380	-\$8,910	-\$8,910	-\$135
Hard Debt Service	\$6,444	\$537	\$1,075	\$537	\$537	\$537	\$537	\$537	\$537	\$537	\$537	\$537	\$537
Escrow + RR Release (CF Addition)	\$72,665	\$6,055	\$0	\$0	\$7,267	\$7,267	\$7,267	\$7,267	\$7,267	\$7,267	\$7,267	\$7,267	\$7,267
Escrow + Op. Res Deposits	\$51,324	\$4,277	\$8,347	\$4,070	\$4,277	\$4,277	\$4,277	\$4,277	\$4,277	\$4,277	\$4,277	\$4,277	\$4,277
Replacement Reserve Deposits	\$12,000	\$1,000	\$2,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
Capital Expenditures	\$22,697	\$1,891	\$1,644	\$570	\$2,105	\$2,105	\$2,105	\$2,105	\$2,105	\$2,105	\$2,105	\$2,105	\$2,105
Net Cash Flow	\$12,482	\$1,040	-\$16,379	\$4,835	-\$4,899	-\$9,317	-\$788	-\$9,563	-\$9,808	-\$1,033	-\$9,563	-\$9,563	-\$788
Cumulative Cash Flow				\$4,835	-\$64	-\$9,381	-\$10,169	-\$19,732	-\$29,540	-\$30,573	-\$40,135	-\$49,698	-\$50,486

FINANCIAL ANALYSIS

Villa Apartments

	Annual Budget	Month Budget	Jan /Feb Actual	March Actual	April Actual	May Project	June Project	July Project	August Project	September Project	October Project	November Project	December Project
Total Operating Expenses	\$319,619	\$26,635	\$57,856	\$27,481	\$26,635	\$26,635	\$26,635	\$26,635	\$26,635	\$26,635	\$26,635	\$26,635	\$26,635
NOI	\$32,282	\$2,690	-\$3,313	\$11,012	-\$4,246	-\$8,664	-\$135	-\$8,910	-\$9,155	-\$380	-\$8,910	-\$8,910	-\$135
Hard Debt Service	\$6,444	\$537	\$1,075	\$537	\$537	\$537	\$537	\$537	\$537	\$537	\$537	\$537	\$537
Escrow + RR Release (CF Addition)	\$72,665	\$6,055	\$0	\$0	\$7,267	\$7,267	\$7,267	\$7,267	\$7,267	\$7,267	\$7,267	\$7,267	\$7,267
Operating Reserve Release											\$27,000		\$15,000
Escrow + Op. Res Deposits	\$51,324	\$4,277	\$8,347	\$4,070	\$4,277	\$4,277	\$4,277	\$4,277	\$4,277	\$4,277	\$4,277	\$4,277	\$4,277
Replacement Reserve Deposits	\$12,000	\$1,000	\$2,000	\$1,000	\$1,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Capital Expenditures	\$22,697	\$1,891	\$1,644	\$570	\$2,105	\$2,105	\$2,105	\$2,105	\$2,105	\$2,105	\$2,105	\$2,105	\$2,105
Net Cash Flow	\$12,482	\$1,040	-\$16,379	\$4,835	-\$4,899	-\$8,317	\$212	-\$8,563	-\$8,808	-\$33	\$18,437	-\$8,563	\$15,212
Cumulative Cash Flow				\$4,835	-\$64	-\$8,381	-\$8,169	-\$16,732	-\$25,540	-\$25,573	-\$7,135	-\$15,698	-\$486

DELINQUENCY TRACKING

Property: All

	May		5/4 Balance			5/11 Balance			5/18 Balance			5/25 Balance			5/31 Balance		
Property	Billed Rent	PB Assistance	Curr #	Curr \$	% (Tot)	Curr #	Curr \$	% (Tot)	Curr #	Curr \$	% (Tot)	Curr #	Curr \$	% (Tot)	Curr #	Curr \$	% (Tot)
Adelaide Apts	28,202	0	38	21,629	23%	12	6,098	78%	8	3,403	88%	9	3,300	88%			0%
Amherst Gardens	33,195	0	43	32,728	1%	26	19,723	41%	25	17,744	47%	17	11,223	66%			0%
Broad Street Revitalization LP	15,071	0	24	13,056	13%	11	5,576	63%	8	4,194	72%	6	3,105	79%			0%
Elmwood NR I	27,212	0	33	24,579	10%	17	9,397	65%	14	7,331	73%	10	4,586	83%			0%
Elmwood NR II	40,887	0	53	34,856	15%	20	13,669	67%	15	9,263	77%	6	3,502	91%			0%
Olney Village	32,224	0	44	26,945	16%	22	12,085	62%	21	10,224	68%	19	6,361	80%			0%
Olneyville Redux	27,626	0	39	24,895	10%	23	15,668	43%	22	14,843	46%	17	11,117	60%			0%
One Neighborhood Builders	27,935	0	37	26,256	6%	27	18,878	32%	23	14,467	48%	20	10,724	62%			0%
PHP Lessee, LLC	14,128	0	17	9,549	32%	8	4,488	68%	6	2,223	84%	5	2,118	85%			0%
Riverside Gateway	27,864	0	43	25,613	8%	28	15,911	43%	27	15,518	44%	21	10,805	61%			0%
Villa Victorian	28,715	0	31	20,414	29%	18	10,893	62%	13	7,585	74%	8	4,600	84%			0%
Total	303,059	0	402	260,520	14%	212	132,386	56%	182	106,795	65%	138	71,441	76%			0%

PORTFOLIO WATCH

ONE Neighborhood Builders Portfolio Watch					
	5/8/2020				
Property	Cash on Hand	Current Payables	Debt Service	Escrow Payments *	Cash Flow +/-
Adelaide Apts	12,774	2,034	3,286	4,035	3,419
Amherst Gardens	77,164	2,068	1,751	6,401	66,944
Broad Street Revitalization LP	21,951	4,007	616	2,854	14,474
Elmwood NR I	38,533	5,300	1,652	3,715	27,866
Elmwood NR II	83,845	36,066	1,201	6,022	40,556
Olney Village	53,982	3,004	551	4,621	45,806
Olneyville Redux	50,293	472	945	3,913	44,963
One Neighborhood Builders	23,480	9,347	2,274	0	11,859
PHP Lessee, LLC	4,719	743	0	2,366	1,610
Riverside Gateway	43,107	3,668	3,582	4,156	31,701
Villa Victorian	85,067	3,800	537	4,277	76,453
Total	494,916	70,509	16,395	42,360	365,652

Write your questions
into the Q&A feature.
We will try to answer as
many as possible.





COVID-19 Asset Management Strategic Response

REACH Community Development, Inc.

Portland, OR

Brian Bieler – Director of Asset & IT Management

Melissa Baker – Portfolio Asset Manager



- I. REACH: Organizational Background
- II. Portfolio Priorities: COVID-19 Response & Beyond
 - Financial Opportunities
 - Resident Services & Programming
 - Equitable Community Support



I. REACH: Organizational Background

- History
- Portfolio Summary
- Community Context



II. Portfolio Priorities: COVID-19 Response & Beyond

- Financial Performance & Opportunities
- Targeted Resident Services
- Equitable Community Support

As of: 03/31/2020

Property	% of rent from subsidy	Set Asides	Monthly Hard Debt Pymt	Operating Cash Balance	Operating Reserve Balance	Replacement Reserve Balance	Other Reserve Balances	Investor	Lender	Population Type
Allen Fremont Plaza	53%	7 HOME at 60%; 52 at 50%	\$9,923	\$98,715	\$126,470	\$353,598	\$0			Senior
Bronaugh Apts	100%	50% AMI	\$11,558	\$440,713	\$153,200	\$147,900	\$0	BofA	NOAH/HUD	Senior/ Disabled
Gray's Landing	31%	60% AMI	\$31,536	\$1,097,478	\$690,619	\$579,289	\$411,284	USBank	USBank	
Isabella Court I	23%	13 HOME at 50%; 36 at 60%	\$14,894	\$199,995	\$203,810	\$41,664	\$0	Raymond James	Citibank	Senior
McCallister Village	7%	50%; 60%	\$3,690	\$149,112	\$264,097	\$123,010	\$200,600	USBank	WCRA	
Powell Blvd	100%	50% AMI	\$0	\$8,961	\$0	\$125,151	\$3,133		HUD	
Prescott Place	100%	50% AMI	\$3,320	\$33,560	\$0	\$159,124	\$15,331		Walker Dunlop/HUD	
Ritzdorf Court	34%	40%	\$3,725	\$409,503	\$0	\$0	\$0		PHB	Supportive



Financial Performance & Opportunities

- Capital Projects, accessing reserve funds
- Refinance opportunities, low interest rates available
- Resources returning to Sponsor, available to support capital improvements at portfolio scale

Targeted Resident Services

- Responding to community needs at property scale

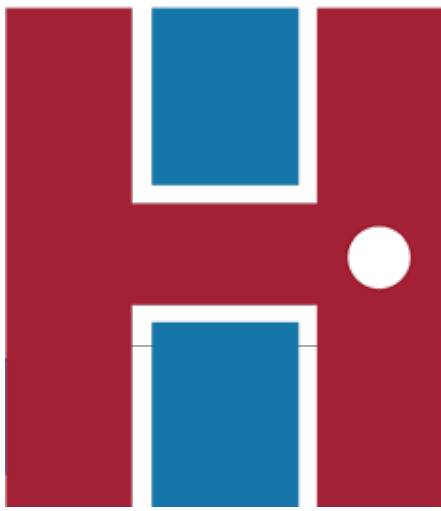
Equitable Community Support

- Technology infrastructure
- Hands-free elements in common areas



Write your questions
into the Q&A feature.
We will try to answer as
many as possible.





Opening Doors in the Affordable Housing Community

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A CHAM Webinar Series

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Coming Mid-June!

CHAM is the national asset management association for professionals engaged in the affordable housing industry.

CHAM advances the financial sustainability of affordable housing and the achievement of mission goals for residents and the community.

Contact us at info@chamonline.org



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