Services provided to the Residents

Multi-Family Asset Management

August 2010

Resident Services Provided

CalHFA has a multi-family portfolio of over 500 communities totaling 38,925 units. Of these 500 communities 131 are Section 8, 242 are family projects, 83 are elderly projects and 6 are a combination of family-elderly. The remaining 38 are Special Needs projects. All Special Needs projects MUST provide resident services as a condition for their CalHFA loan. This report excludes all Special Needs projects where mandatory services are provided.

The CalHFA borrower community is comprised of owners and agents that truly believe in the value of affordable housing. Asset Management discovered that many of these borrowers were providing resident services for the benefit of their tenants even though there is no regulatory mandate to do so. Seeing this trend Asset Management conducted a survey to discover the true number of communities voluntarily offering resident services.

Fewer than 10 of the respondents reported they offer no special services except good quality management. The size of a project, available staff or budget constraints can limit what a borrower/agent can offer their tenants.

Over 82% of the non-special needs projects responded to the Asset Management survey. Following are the results.

Responses from the Projects

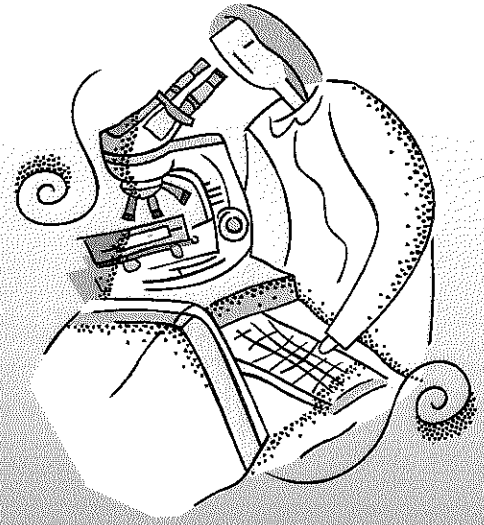
Property Management Agents and Owners participated in a survey regarding what type of services were available to the residents of the following projects:

- Elderly – 84 responses
- Family -149 responses
- Elderly and Family -18 responses

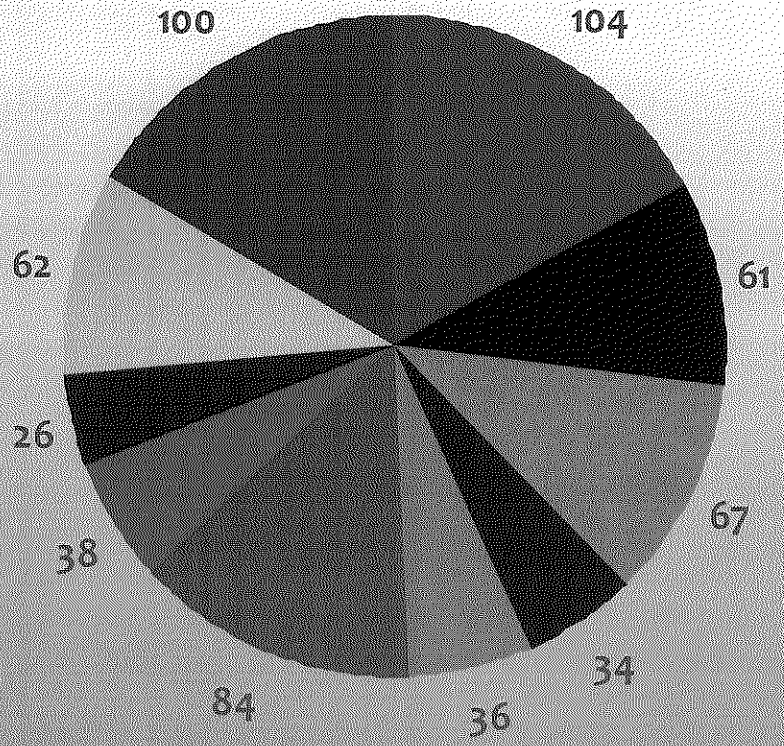
Following is the result of 250 responses received from our communities.

The survey was divided into 4 classifications

- Classes
- Activities
- Services
- Facilities available at the site

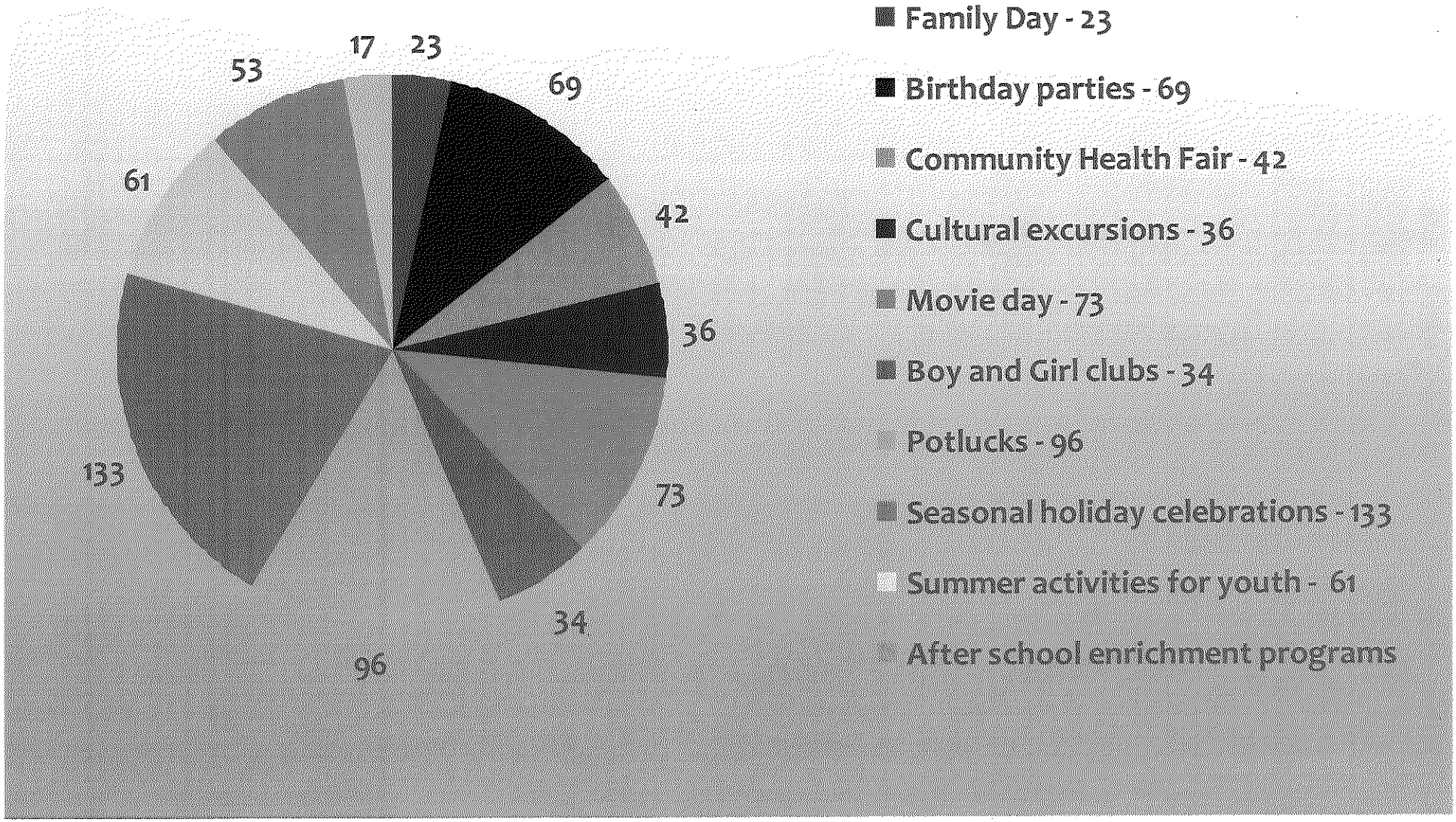


Classes Offered

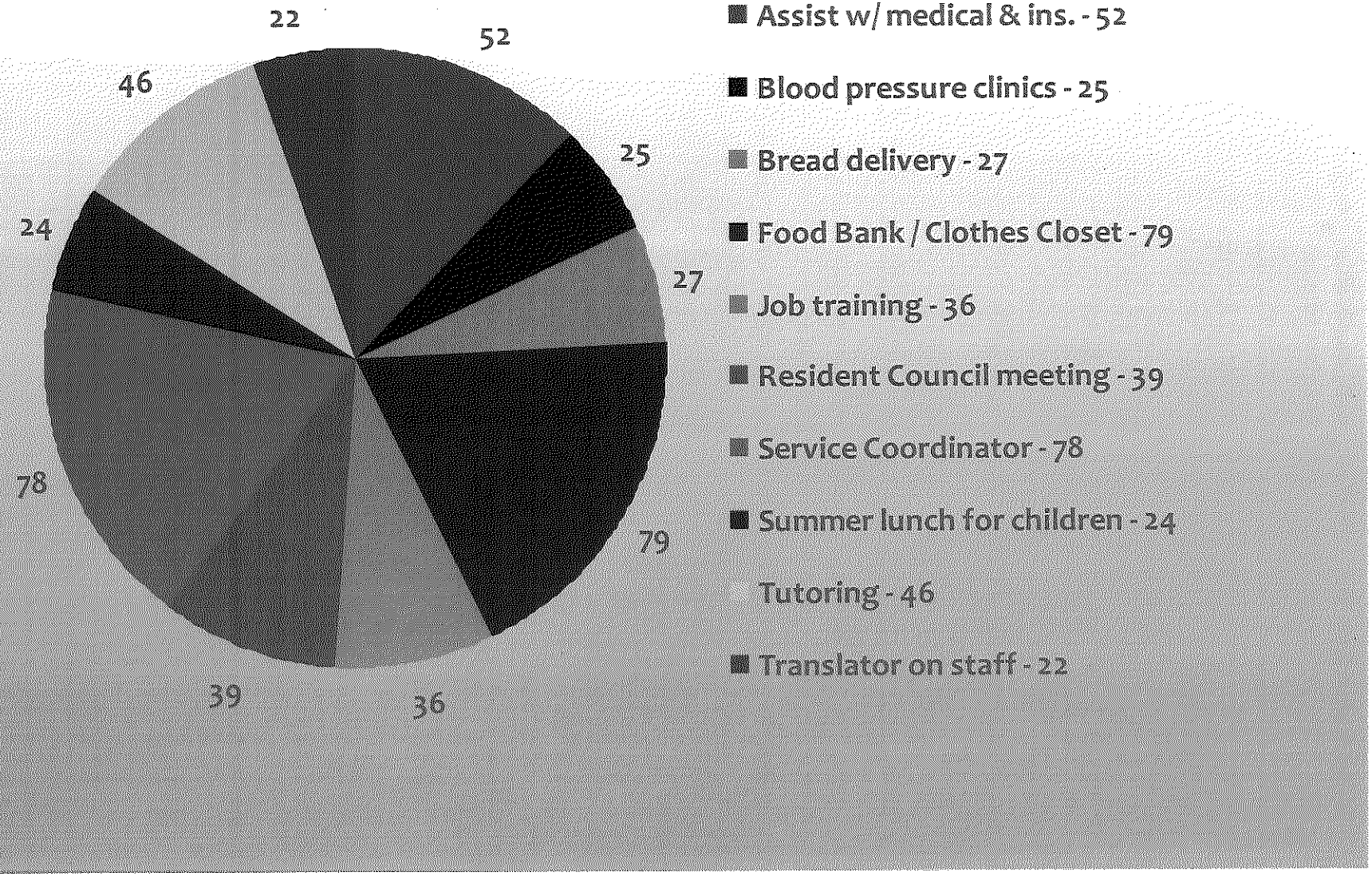


- Community safety and police - 104
- Computer training - 61
- Crafts classes - 67
- Environmental awareness - 34
- ESL classes - 36
- Exercise/Dance - 84
- Financial classes - 38
- Home ownership - 26
- Neighborhood crime prevention - 62
- Nutrition / Healthy Living - 100

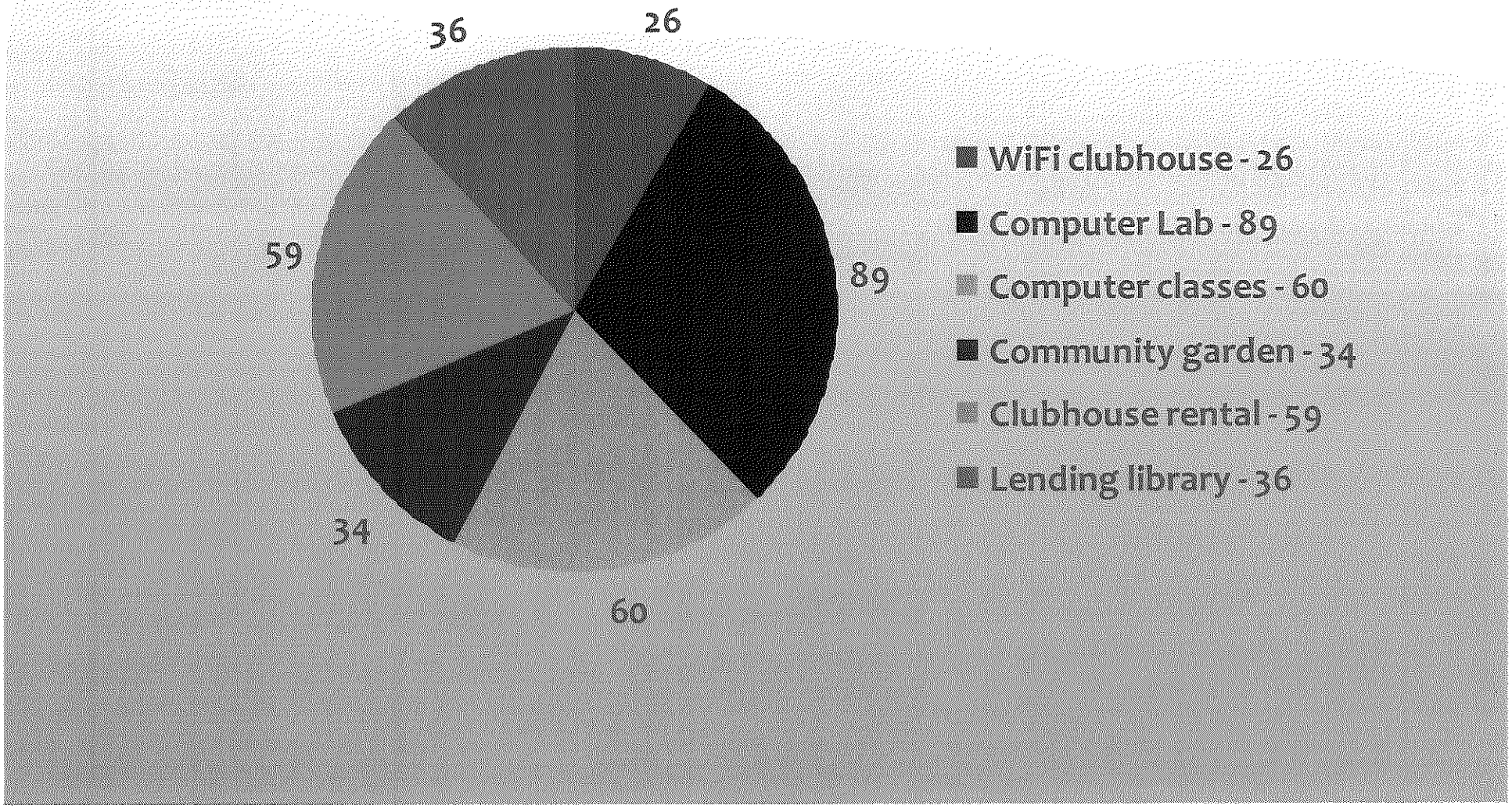
Activities Available



Services Offered



Facilities at the site



Summary

The information provided by the management firms to produce the survey led to the next question and that is why? Why did that management agent feel it was important to offer services to the residents. Here are their responses received.

- The overall goal of residence services is to provide a platform for success for the residents. Our mission statement is to provide the whole package and not just one part of the package to make the picture complete.

- Recognizing that shelter alone is not sufficient for resident success and well-being. We like to include priority programs such as health transition and advocacy, housing and financial stability, community participation and out of school time programs for youth.

- Services such as nutrition, after school programs, senior activities, etc all increase the likelihood of low income households maintaining their quality of life and general success in life.

- To assist and improve this phase of their life for them and their families.