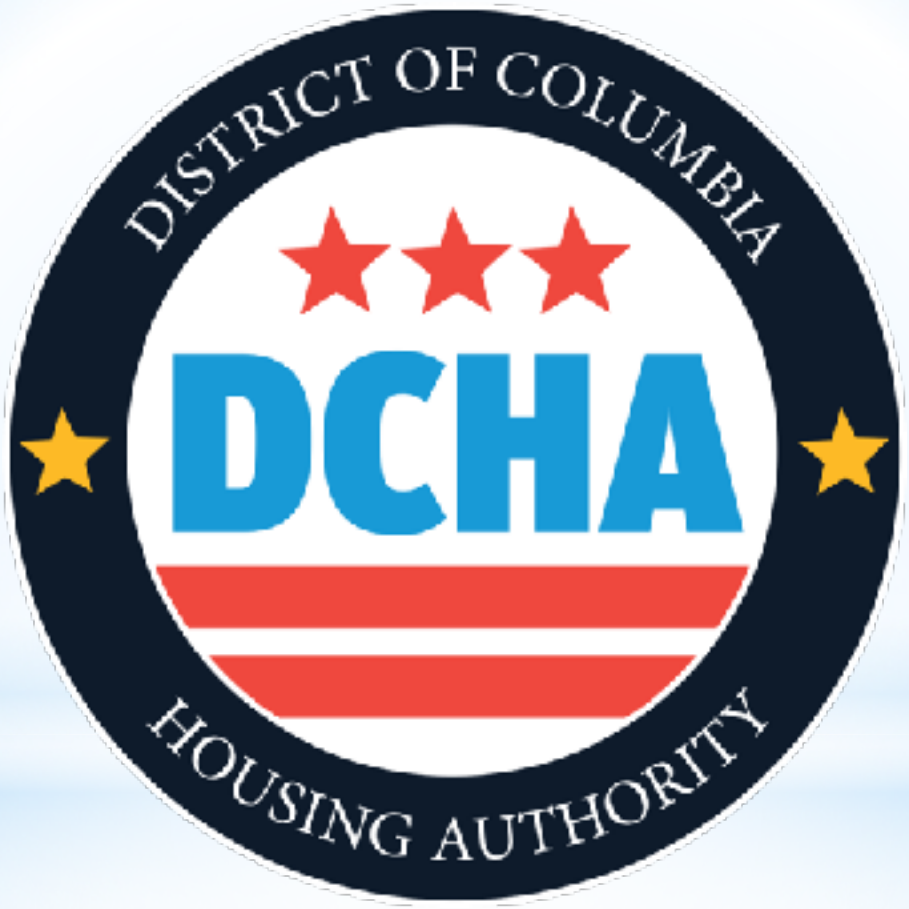


Property Management Operations: A New Way of Doing Business

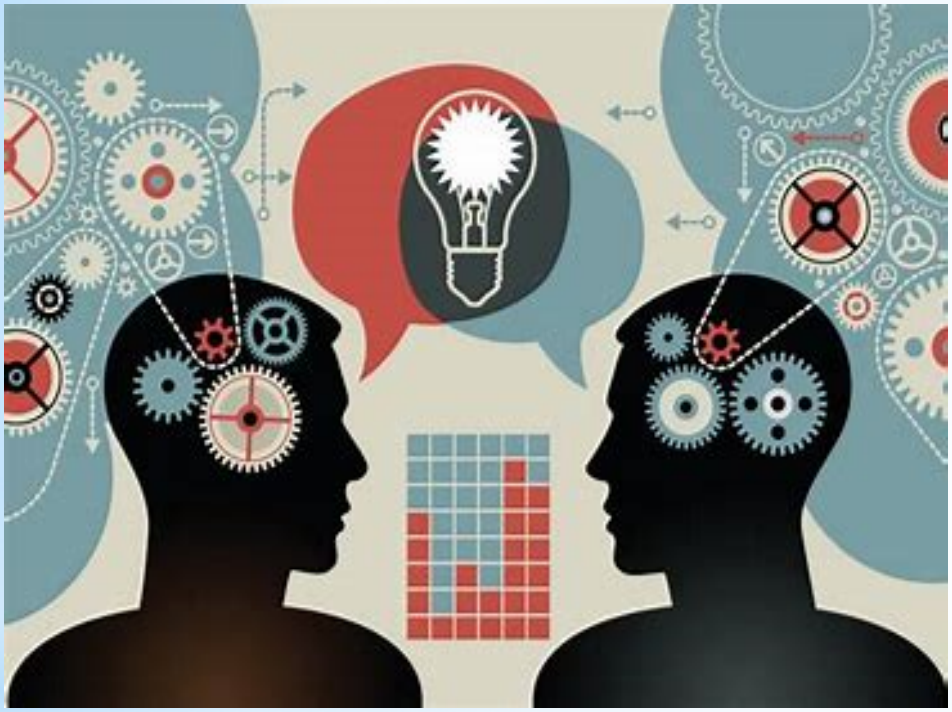
Larry Williams, Sr. Director

A New Vision…

Property Management Operations is embarking on a transformation to improve operationally, realign with the agency's goals, incentivize staff and ultimately provide an unparalleled customer service experience. This rebranding involves the creation of the 3Cs customized for Property Management Operations: Culture, Customer Service and Communication.

CULTURE, CUSTOMER SERVICE, & COMMUNICATION

CULTURE



- Professional Development:
  - ➢Customer Service Training (336 staff members currently completed);
  - ➢Maintenance Trade Certifications;
  - ➢Yardi Training (346 staff members currently completed);
  - ➢RAD ;
- Upcoming training over the next 12 months:
  - ➢Industry certifications for Tax Credits & RAD;
- Rewarding superior employee performance.

Providing staff the necessary tools and resources that cultivates a learning environment in order to better serve our residents.

CUSTOMER SERVICE

- Property Management Operations will improve upon services to residents by:
  - Creating a Customer Service team to work in tandem with the Office of Customer Engagement focusing on *Customer Relationship Management*;
  - The goal of the collaboration is to strengthen partnerships both external & internal to the agency.

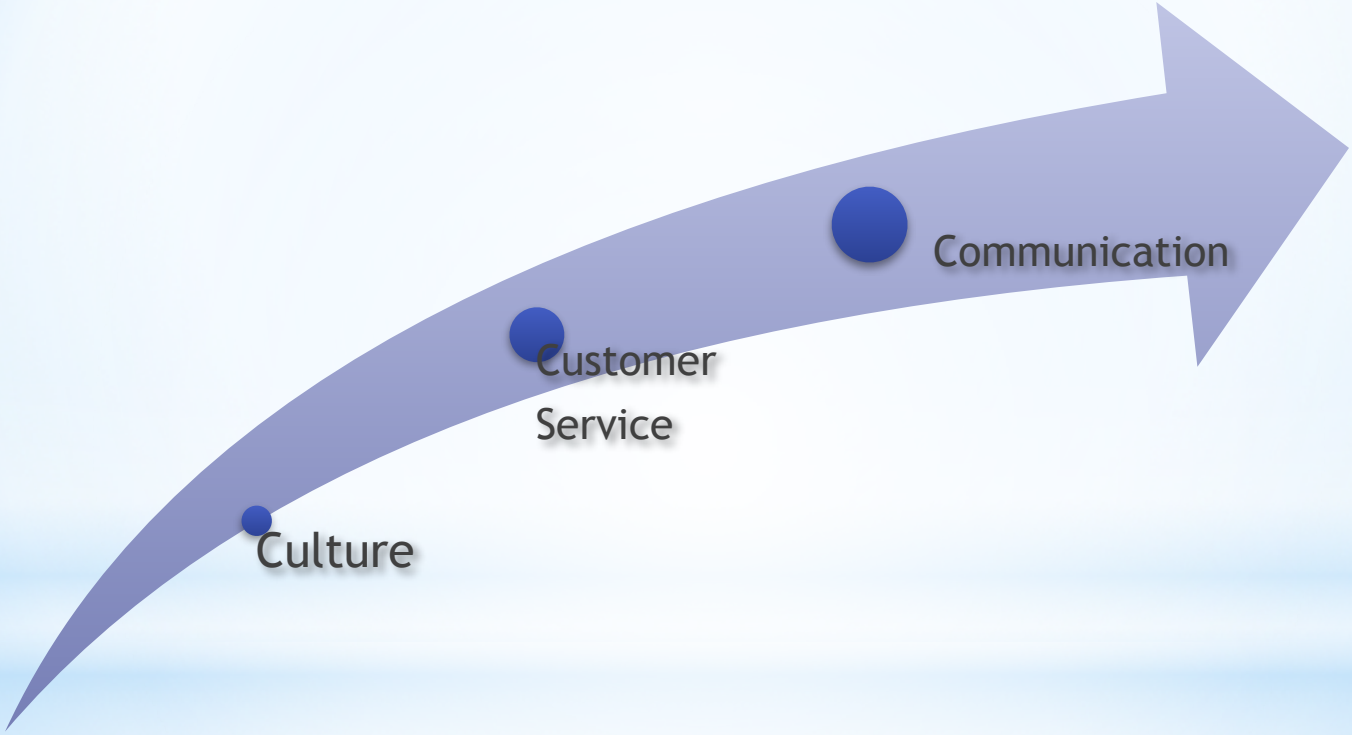
COMMUNICATION

A circuitous process, ensuring that *accurate* information flows horizontally and vertically within the organization.

Exemplary Teamwork Gets Exemplary Results

- Over the past 30 days there has been a notable reduction in Work Orders from 17,000 to 12,000;
- Currently developing an Integrated Pest Management program;
- Over the next 90 days approximately 200 large-sized bedroom units are scheduled to be rehabilitated;
- Lunch & Learn series have been held with leadership to discuss in depth maintenance concerns, customer service and the 3Cs standards.

Every Detail Matters



Using the “Voice of the Customer” as the foundation for developing business models that aim to deliver exceptional customer service, ensure prompt follow-up and present solution based recommendations that support the 3Cs.