



*Housing*

# REPORT ON THE BETTER HOUSING INITIATIVE PROGRAM

**Neighborhood Services  
& Education Committee**

**October 14, 2021**

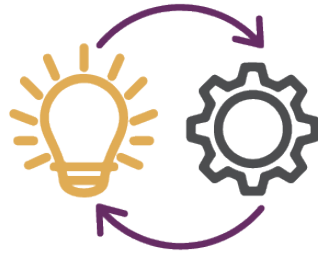
**Rachel VanderVeen**  
Deputy Director

**Tascha Mattos**  
Senior Development Officer

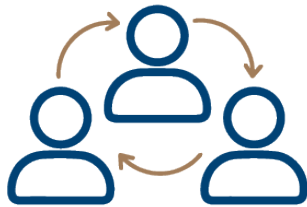
**Bianca Madrid**  
Community Programs Administrator

# Better Housing Initiative

**Vision:** Engage tenants, property owners, and other stakeholders in collaborative communication and strengthened partnership.



Facilitate communication to identify on-site issues



Guide collective work of seeking and monitoring solutions



Support targeted strategies to mitigate the likelihood of reoccurring issues



# Better Housing Initiative: Objectives

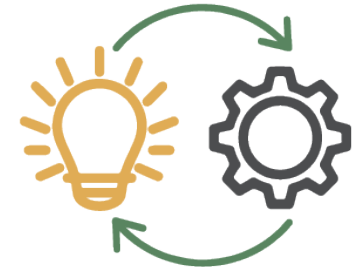
**Vision:** Engage tenants, property owners, and other stakeholders in collaborative communication and strengthened partnership.



**Engage  
Stakeholders**



**Collaborative  
Communication**



**Strategize  
Solutions**



# Timeline Highlights

- **May 2021** Launch of the Better Housing Initiative Program
- **June 2021** Identify and support efforts to assemble potential partnerships Including:
  - Assess Service providers providing similar services as not to duplicate
  - Launch introductions for inclusion
  - Evaluate ability to include ARO Units
  - RELI – Research on reviving program, collaboration, budget, staffing, level of services.



# Timeline continued...

- **July 2021** Program implementation and operational phase including:
  - Partnership building
  - Developing community trust
  - Tracked terms of Regulatory Agreement addendums per TEFRA Hearing with Valley Palms
  - Assisted facilitating communication with community and new Property Management Company at Valley Palms
  - Emergency water outage at Foxdale; mobilized and assisted on-site during and post emergency
  - Improvements in protocols for emergency planning, management plans, and industry practices on behalf of property administration and owners



# Timeline Highlights Continued

- **August 2021** Stakeholder Engagement & Emergency Rental Assistance Focus
  - National Night Out events
  - Support community engagement meeting at Foxdale with Project Hope, introduce BHI to tenants and participate in Q&A
  - Organize/host community engagement meeting at Valley Palms regarding rent increases, certifications, subsidized housing, affordable housing programs.
  - Coordinate services for emergency rental assistance for residents from Foxdale and Valley Palms, arrange pop-up EHC application clinic on-site at target properties and provide ongoing support and resource to ongoing inquires.



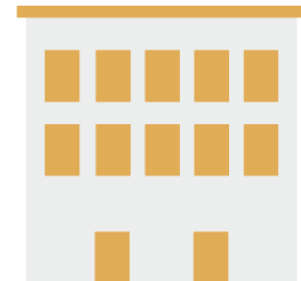
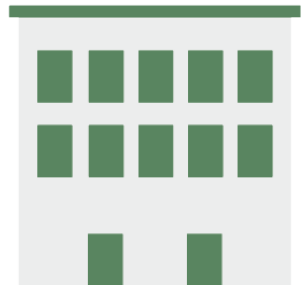
# Timeline Highlights

- **September 2021**      Developing and strengthening partnership/collaboration
  - Bridge building and collaboration with internal partnerships, PRNS/Project Hope (Foxdale) and PBCE/Code Enforcement
  - Develop property survey to administer in late fall
  - Coordinating services for emergency rental assistance for residents



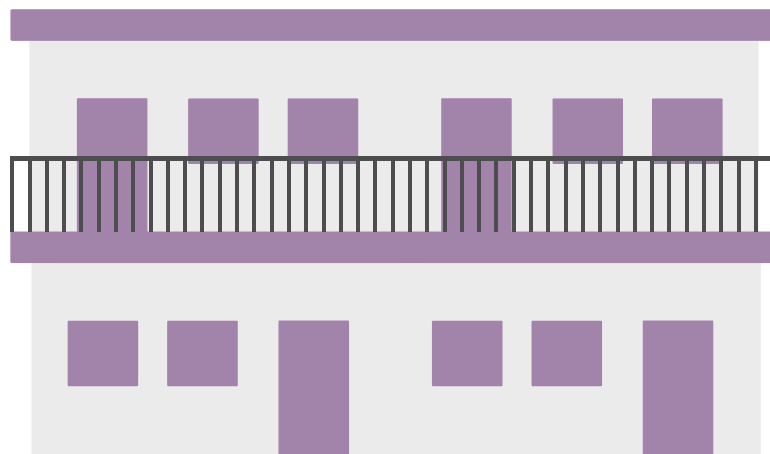
# Better Housing Initiative Housing Expertise & Value

- Financial management and cost
- Construction/rehabilitation components
- Property management practices
- Tenant relations
- Community Collaboration
- Improved relations between management/tenants





# RELI



✓ **Housing Department**



✓ **Nonprofit Agency**



# Evaluation & Follow-Up



- Neighborhood Services and Education Committee February 2022
- Provide status update regarding the progress of the Better Housing Initiative Program





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