

Housing Collaboration: Service Coordination and Property Management



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human good

Housing Collaboration

Collaboration between property managers and resident services coordinators is essential for ensuring the well-being and satisfaction of residents within housing communities, particularly in affordable senior housing settings.

Housing Collaboration

By working together effectively, property managers and resident services coordinators can leverage their respective expertise to create supportive, inclusive, and thriving communities for residents within affordable housing settings.

Housing Collaboration

- The core of successful and effective housing teams.
- Teamwork plays an important role in the provision of services for residents.
- Success relies on the fulfillment of individual roles and responsibilities while also working collaboratively.
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Housing Collaboration

- The work of both teams should complement each other.
- Both teams understand and respect each other's roles and responsibilities.
- Important that both teams engage in open communication and meet regularly to update each other.

Feedback Mechanisms

- Implement feedback mechanisms to gather input from both resident services coordinators and property management on how collaboration can be improved.
- Actively seek feedback and make adjustments as needed to enhance collaboration and effectiveness.

Foster Collaboration

- Resident services coordinators and property managers can work together effectively to create a supportive and thriving environment within affordable older adult housing communities.
- Implement the following strategies to foster collaboration:

Strategies

1. Regular Communications Channel

- Establish regular communication channels between resident services coordinators and property managers.
- This could include weekly meetings, email updates, or a shared online platform where they can exchange information and updates.

The Art of Effective Communication

- Clear and concise communication is essential for ensuring that both parties understand each other's roles, responsibilities, and objectives.
- Active listening skills help in understanding the needs and concerns of both residents and staff, fostering empathy and cooperation.

The Art of Effective Communication

1. Speak directly, openly and honestly with the person.
2. There are always three sides to every story, listen for understanding without interrupting.
3. Be open to receiving constructive feedback. (THINK)
4. Acknowledge & Apologize 😊
5. Repeat steps 1-5 to resolve future issues because there will be future issues.

Conflict Resolution Mechanisms

- Establish clear conflict resolution mechanisms to address any conflicts that may arise between resident services coordinators and property management.
- Encourage open communication, active listening, and a collaborative approach to resolving conflicts.

Before you speak:

T H I N K

T = Is it True?

H = Is it Helpful?

I = Is it Inspiring?

N = Is it Necessary?

K = Is it Kind?

Strategies

2. Clear Role Definitions

- Clearly define the roles and responsibilities of resident services coordinators and property management.
- While property managers focus on the physical maintenance of the property, resident services coordinators concentrate on the social and emotional well-being of the residents.
- Understanding each other's roles helps in avoiding misunderstandings and overlaps.

Clear Roles & Responsibilities

- Define clear roles and responsibilities for both parties.
- While property managers focus on the physical maintenance of the property, resident services coordinators concentrate on the social and emotional well-being of the residents.
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Property Managers

The property manager, service coordinator, maintenance staff, and other relevant property staff should meet on a regular basis to jointly consider issues that arise that may affect residents or discuss any changes in the resident selection plan or facility rules.

Core Roles & Responsibilities

Lead responsibility for the day-to-day management of the property, including:

- Performance of property maintenance
- Resident screening
- Leasing, lease enforcement
- Rent collection
- Financial management/budget
- LIHTC/HUD and other funder compliance reporting
- Risk management

Roles and Responsibilities

- Tenant Relations
- Maintains resident files
- Income verification
- Criminal background checks
- Enforces house rules

Roles and Responsibilities

- Conducts unit inspections
- Sends/delivers resident notices
- Coordinates with outside sub-contractors (e.g., pest control and janitorial services, etc.)
- Maintain security of the residential community

Roles and Responsibilities

- Mediates resident disputes
- Community engagement
- Coordinates and cofacilitates community town hall meetings and other activities with the SC
- Supports the resident advisory board/committee
- Consults with SC to resolve challenging resident issues

Resident Services Coordinators

- Have a unique role on the team.
- They must balance the needs of residents and the expectations of employees of the property's owner or management company.

Core Roles & Responsibilities

- Connecting residents with available community resources, such as healthcare services, social support programs, community resources, etc.
- Collaborating with external agencies, service providers, and community organizations to address the specific needs of residents.
- Facilitating access to government assistance programs, entitlements, and benefits.

Other Roles & Responsibilities

- Assist residents identify and apply for eligible health insurance, financial assistance and other benefits.
- Assist with LIHTC recertification paperwork.
- Advocate for continued tenancy, when appropriate.

Other Roles & Responsibilities

- Assess service needs of residents.
(Service needs assessments)
- Assist residents gain access to medical, MH, educational, job training, transportation and other appropriate services and supports that will enhance his/her self-sufficiency and improve wellbeing.

Other Roles & Responsibilities

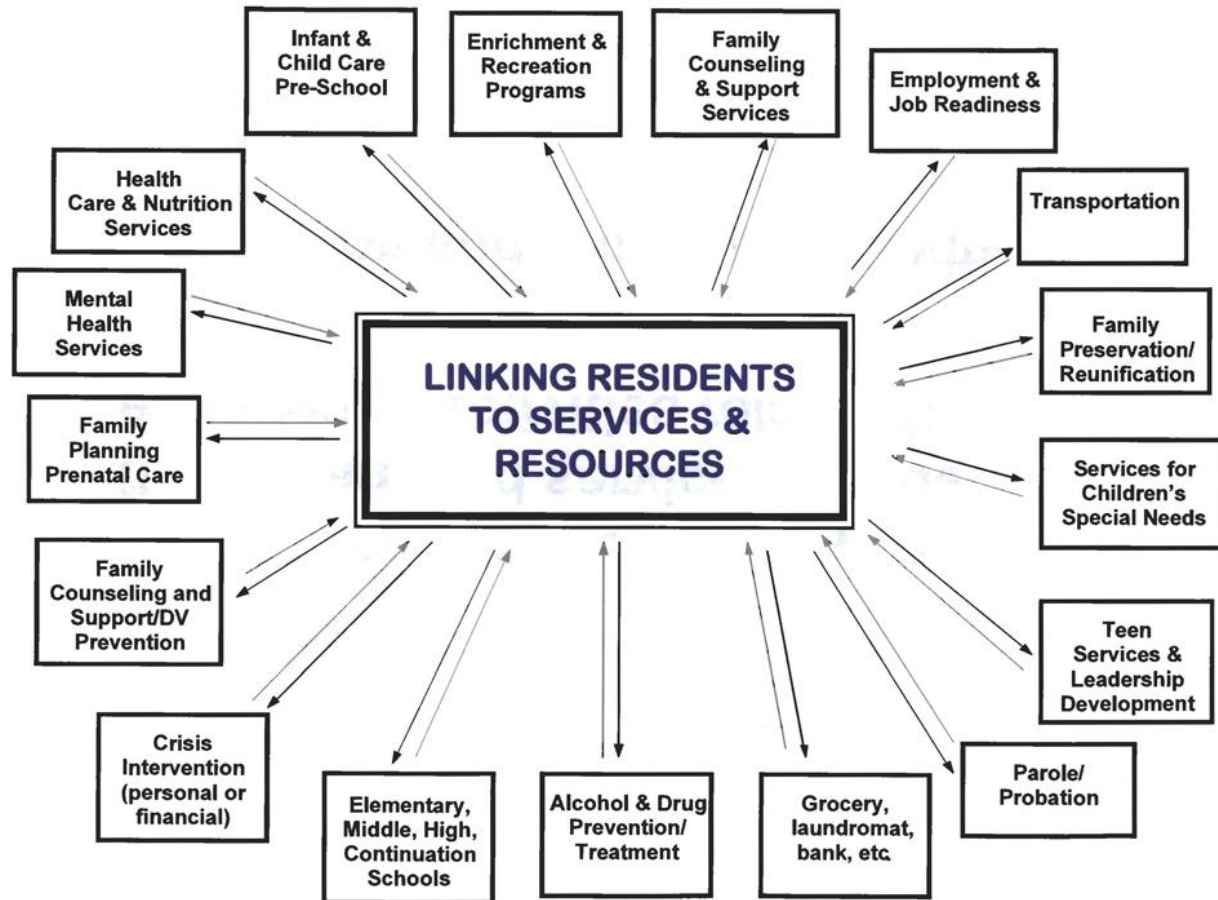
- Assist residents to identify goals.
- Assist residents in meeting the obligations of tenancy in order to avoid unnecessary evictions.
(Lease education)
- Conducts wellness checks.
(Knock & Talk)

Other Roles & Responsibilities

- Coordinate resident driven community building activities to decrease isolation and help build community.
- When a resident is in crisis, works with property management and links residents to community resources and service providers to achieve housing stability.

Other Roles & Responsibilities

- Develop strategies to link residents with services and overcome barriers that impede access to those services.
- Bring programs and services on-site.
- Monitor outcomes.



What should you do if a resident has a need for a repair in their apartment?

- A. Direct them to the property manager.
- B. Attempt to repair the damage yourself.
- C. Offer to report the issue to the property manager on the resident's behalf.
- D. Request that the resident complete and submit a work order form.

Who benefits from resident service coordination?



Mutual Roles & Responsibilities

- Tenant Relations and Communication
- Community Engagement and Events
- Resource Referral and Supportive Services (2-1-1 Community Resource Line)
- Community Advocacy and Empowerment
- Data Management and Reporting

Strategies

3. Joint Goal Setting

- Collaboratively set goals that align with the overall mission of the community.
- This could include improving resident satisfaction, increasing community engagement, or enhancing the quality of life for residents.
- By working towards common objectives, both parties can see the value in collaborating effectively.

Strategies

4. Cross-Training and Education

- Provide opportunities for cross-training and education.
- This could involve shadowing each other to gain a better understanding of their respective roles and challenges.
- By having insight into each other's responsibilities, they can appreciate the importance of collaboration.

Strategies

5. Regular Feedback Mechanism

- Implement regular feedback mechanisms where both parties can provide input on each other's performance.
- This could be done through formal performance evaluations or informal check-ins.
- Constructive feedback helps in improving collaboration and addressing any issues that may arise.

Strategies

6. Conflict Resolution Processes

- Establish clear conflict resolution processes in case disagreements or conflicts arise between resident services coordinators and property managers.
- Having a structured approach to resolving conflicts ensures that issues are addressed promptly and fairly.

Strategies

- When RSCs raise an issue with a member of the property's management team on behalf of a resident, the PM should recognize that the RSC is only assisting the resident and not intending to be confrontational or hostile to property management.
- Issues surrounding occupancy and maintenance are the responsibility of the PM.
- RSCs are obligated to direct residents to management when issues such as damage to property or failure to pay rent arise.

Strategies

7. Celebrating Successes Together

- Recognize and celebrate successes achieved through collaboration.
- Whether it is improving resident satisfaction levels or organizing successful community events, acknowledging achievements fosters a positive working relationship between resident services coordinators and property managers.

Strategies

- Acknowledge the contributions of both resident services coordinators and property management.
- Recognizing and appreciating their efforts can boost morale and motivation.

Strategies

8. Community Involvement

- Encourage community involvement from both resident services coordinators and property managers.
- This could include participating in resident meetings, organizing community events together, or volunteering for local initiatives.
- Active involvement fosters a sense of teamwork and camaraderie.

Its All About Relationship!

The key to a successful team approach is based upon the understanding and clarity of each person's roles and responsibilities as well as the willingness and commitment to a collaborative team approach.

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Its All About Relationship!

- Understanding and respect each other's roles and responsibilities.
- Willingness to work with those who have different roles and working styles.
- Enhance communication

Success Teams

- ① Both property management and Service Coordination plays an important role in the provision of services for residents.
- ① Success relies on the ability of the Property Manager and Resident Services Coordinator to fulfill their individual responsibilities and work collaboratively.
- ① Recognize they are an integral part of the housing management team.

Success Teams

- ④ Always act in the best interest of the resident.
- ④ Mutually support each other's roles.
- ④ Respectful each other's time.
- ④ For informal meetings, check for convenience and state your purpose.

Success Teams

- ④ Separate offices.
- ④ Understands, appreciates and recognizes the benefits and values of one another's role and responsibilities.
- ④ Support each other and when appropriate present a united team approach.
- ④ Listens to each other for understanding and learns from each other.

Success Teams

- ① Have realistic expectations when dealing with challenging behavioral issues.
- ② Address issues and mutually identify solutions.
- ③ Engage in daily informal communication.
- ④ Share knowledge of training and networking opportunities.
- ⑤

Success Teams

Regular Check-ins

- Schedule regular check-ins to review progress towards goals and address any challenges or issues that arise.
- These check-ins provide an opportunity to course-correct if needed and ensure that everyone stays on track.

Successful Teams

- Scheduled meetings between RSCs and PMs provide a forum for discussing resident needs, upcoming events, and property maintenance issues.
- Weekly or bi-weekly check-ins help in addressing any challenges or conflicts promptly, preventing them from escalating.

Best Practices

- ④ Scheduled weekly check in meeting and discuss specific agenda items such as:
 - Resident nonpayment/arrears
 - Lease violations
 - Addressing challenging behaviors
 - Move ins/move outs
 - Resident event planning
 - Other property issues

Best Practices

- ① Respond to each other in a timely, courteous and respectful manner. (voicemails, email, etc. 24-48 hours)
- ① Report lease violations and issuance of notices.
- ① Create a Service Coordination Program Brochure.

Confidentiality

- Only disclose information when you have the resident's consent to do so and s/he has signed an ROI.
- Share and discuss confidential information in private office/space.
- Do not discuss resident information in hallways, elevators, stairways or other public places where it can be overheard.

Confidentiality

- Property Managers may not be aware that residents may have disabilities or face other barriers that threaten housing stability.
- It is imperative that RSCs do not disclose the details of resident's struggles outside of a need-to-know basis.
- RSCs must report observed lease violations to Property Manager.

Confidentiality

1. Resident engages in criminal, fraudulent or illegal activity.
2. Resident violates lease agreement.
3. Resident is engaging in abuse, self-neglect or imminent danger to self or others. (APS/CPS/9-1-1)
4. Court-ordered or a subpoena by a judge.
5. Experiencing a life-threatening medical emergency. (Need to know basis)

Best Practices

- ① Resident services Coordinator supports confidentiality and shares information on an as needed basis or when it is in the best interest of the resident.
- ① Property manager shares relevant and pertinent written materials. (lease violation notices, move-ins, move-outs, exits, etc.)

Confidentiality does not apply to information observed in a public forum, for example, a Resident who was observed drunk or a Resident who is disruptive in communal areas.



Collaborative Decision-Making Processes

- Inclusive decision-making processes that involve input from both resident services coordinators and property managers ensure that decisions reflect the needs and priorities of both staff and residents.
- Regular feedback loops allow for continuous improvement and adjustment of strategies based on real-world experiences and outcomes.

Best Practices

Goal Alignment

- Align goals between resident services coordinators and property management to ensure that everyone is working towards the same objectives.
- Set both short-term and long-term goals that reflect the mission and vision of the organization.

Best Practices

Collaborative Goal Setting

- Involve both resident services coordinators and property management in the goal-setting process.
- Encourage them to provide input and suggestions to create goals that are realistic and achievable.

Best Practices

Continuous Improvement

- Foster a culture of continuous improvement where resident services coordinators and property management are encouraged to innovate and find ways to enhance collaboration and maximize impact continuously.

Best Practices

Pooling Resources and Expertise

- No single individual can possess all the skills and knowledge necessary to address every aspect of resident care.
- A cohesive team allows for the pooling of resources and expertise.

Best Practices

Pooling Resources and Expertise

- Each team member brings their own expertise to the table, whether it is in healthcare, social services, mental health, or other areas.
- By collaborating, team members can leverage each other's strengths to provide more comprehensive support.

In addressing resident issues, we may approach an issue from different points of view, but the goal is the same:

Fulfil each other's Mission!

Successful Tenancy!

End Homelessness!

Training and Professional Development

- Provide training and professional development opportunities for both resident services coordinators and property management.
- This helps them stay updated on best practices, and improve collaboration.

Training and Professional Development

- Ongoing training sessions and workshops can enhance the skills of both RSCs and PMs in areas such as conflict resolution, customer service, and elder care.
- Cross-training opportunities allow staff to gain insights into each other's roles and responsibilities, fostering mutual understanding and respect.

Best Practices

Sample Welfare Check Protocol

- Concerned family member, friend, neighbor alerts Property Manager or Service Coordinator.
- Service Coordinator should report concerns to Property Manager.
- Property Manger should attempt to contact the resident.

Best Practices

Sample Welfare Check Protocol

- If unsuccessful and PM call 9-1-1 and request a welfare check.
- PM would provide first responders access to unit.
- PM should not enter the resident's unit.

Best Practices

Sample Welfare Check Protocol

- Complete incident report, if appropriate.
- Inform your supervisor.
- Conduct a Post Incident Debrief meeting.

Collaborative work habits

- Model conflict-resolution skills and agree to not engage in splitting
- Create accountability standards so everyone knows what has been accomplished individually and together
- Reiterate the commitment to shared decision-making, compromise, and conflict resolution

Collaborative work habits

- Think about what is best for the entire community, not just one area
- Gain commitment to decisions, encourage buy-in by involving all those affected and soliciting their input into decisions
- Talk enthusiastically about the benefits of collaboration and acknowledge successes
-

Case Study

- Resident has been the source of numerous complaints from his neighbors, mostly for noise. He is behind on his rent.
- RSC has conducted outreach, but he has refused all assistance.
- Resident receives an eviction notice and he goes in to talk to the property manager.
- He states that he got mugged and then missed his entitlements appointment, which is why he is behind on his rent. He tells the manager that he wants to pay his rent and remain a Resident, but he just has bad luck.
- He says he has tried discussing these things with RSC, but they are not helpful.

Work/Life Balance

- Cultivate friendships outside of work. (Work/Life Balance)
- Have a clear line between your professional life and your social life.
- Stay in touch with old friends from high school, college or former co-workers.

Work/Life Balance

- Engage in a hobbies or activities that you enjoy and provides you pleasure on a regularly basis.
- Examples: reading, watching movies, taking photos, acting in community theater plays, singing in a local choir, etc. make these activities a robust part of your social life.

Work/Life Balance

- Engage in activities to help you maintain professional boundaries while also reducing stress in your daily life. (massage, mindfulness, yoga, music therapy, etc.)
- Establish clear boundaries for yourself when you are away from the office. Do not check your work e-mail, voicemail or take professional calls when you are at home or on vacation.

Practice Self-Care

Set aside time for extra sleep.

Talk with a friend or loved one.

Talk with your health care professional. (EAP)

Attend a peer support group.

Watch a funny movie.

Spend time in nature or with a pet.

Write in a journal.

Volunteer for your favorite organization or help someone else.

Cut back on a few non-essential responsibilities.

Practice Self-Care

Take care of yourself.

Don't try to control people or events.

Speak up!

If you see something, do or say something!

Take relaxation breaks.

Exercise.

Allow yourself some playtime every day.

Practice positive self-talk. (mantra)

Take time off.

Tend to your garden of friends.

OK to ask for help.

Best Practices

American Association of Service
Coordinators www.servicecoordinator.org

Enterprise Community Partners, Inc.
www.enterprisecommunitypartners.org

NeighborWorks America
www.nw.org

Beyond Shelter
www.beyondshelter.org

Best Practices

King County Housing Authority

www.kcha.org



Corporation for Supportive Housing

www.chs.org

National housing Conference

www.hhc.org

Maine state Housing Authority

www.mainehousing.org

Best Practices



www.servicecoordinator.org



IREM Institute of Real Estate Management www.irem.org



www.nahro.org



National Association of Residential Property Managers

www.narpm.org



Professional Code of Ethics



Every day, service coordinators serve thousands of families, seniors and persons with disabilities nationwide. AASC developed the **Professional Code of Ethics** handbook to further its goal of establishing the highest ethical conduct for all service coordinators.

For more documents and links to resources that can help you serve your residents, see our **Supplemental Links** page.

CALENDAR

more

5/1/2024

WEB050124-SURVIVING BURNOUT: CAUSES, SYMPTOMS AND PREVENTION STRATEGIES

5/8/2024

WEB050824-THE BASICS OF SUPPORTING RESIDENTS WITH ANXIETY DISORDERS

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SERVICE COORDINATORS PROFESSIONAL CODE OF ETHICS





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