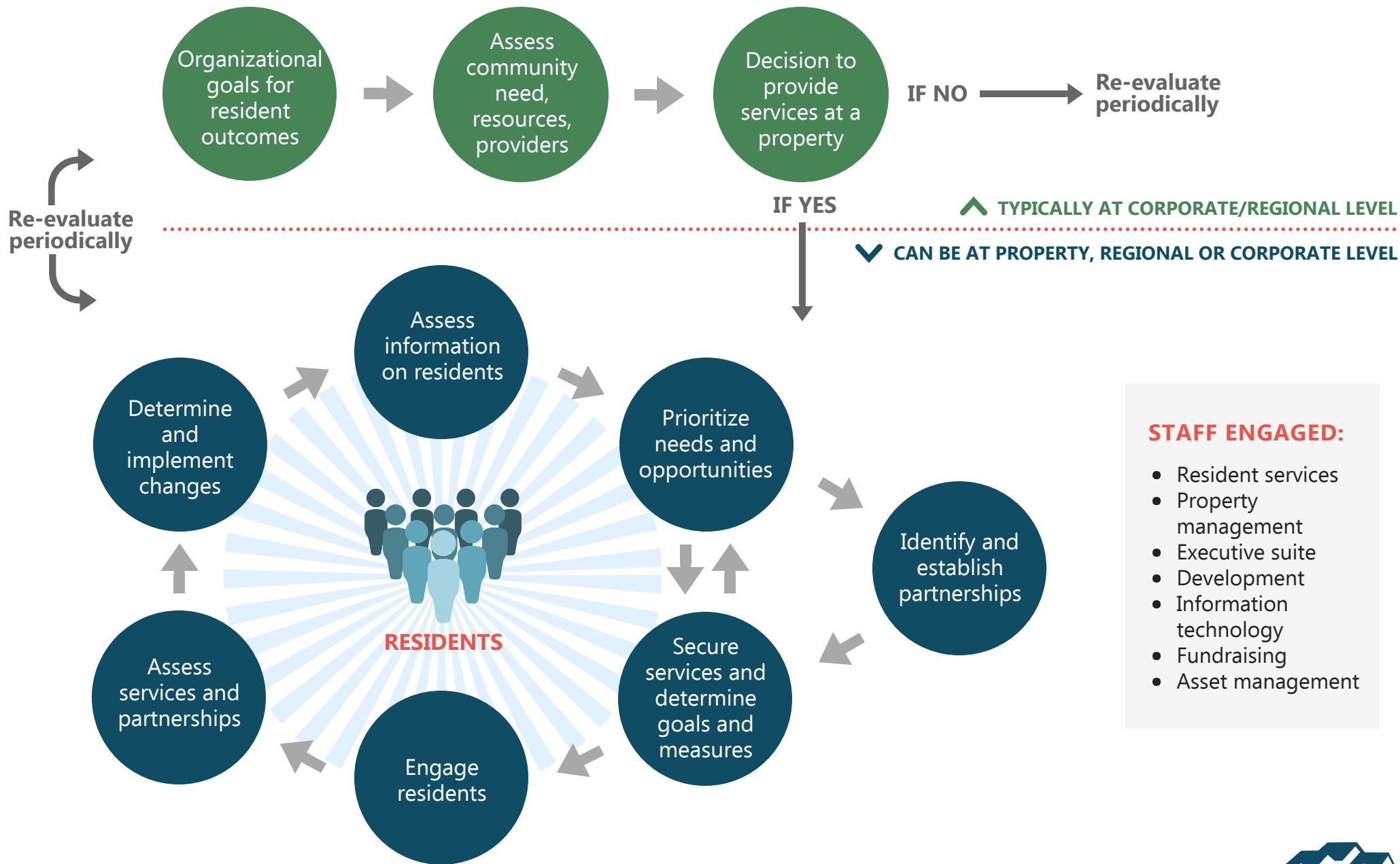


FRAMEWORK FOR THE SYSTEM OF RESIDENT SERVICES COORDINATION

A Resident Services Coordination System includes all functions tied to the organizational mission to implement resident services in affordable housing rental properties, including the corporate and site-based staff; funding and partnerships; technology systems; services and programs; research and evaluation; and organizational knowledge gained over time.



STAFF ENGAGED:

- Resident services
- Property management
- Executive suite
- Development
- Information technology
- Fundraising
- Asset management