Better Buildings Neighborhood Program
Multi-family/Low Income Peer Exchange Call: Tenant Education and Training

Call Slides and Discussion Summary

July 28, 2011
Agenda

• Call Logistics and Attendance
  ▪ What tenant education questions or needs do you have?

• Tenant Education Resources and Program Experience:
  ▪ Emily Mitchell, Enterprise Community Partners (ECP)
  ▪ William Ho, ECP, Alameda County, CA

• Grant Project Discussion:
  ▪ What is your program doing?
  ▪ How can tenant education complement other aspects of your program?
  ▪ What works well (and what doesn’t)?
  ▪ What resources can you share? What resources do you need?

• Potential Future Call Topics
Participating Grant Programs

- Phoenix, AZ
- New Hampshire
- Kansas City, MO
- New York
- Connecticut
- Oakland, CA
- Alameda County, CA
- San Francisco, CA
- Chicago, IL
- Columbia, MD
- Michigan
- Portland, OR
In 2004, Enterprise launched Green Communities with a bold aspiration to prove that:

- Green affordable housing can deliver health, economic and environmental benefits to residents.

- Green and affordable can be one and the same.
Integrative Design

Energy Efficiency

Water Conservation

Healthy Living Environments

Location + Neighborhood Fabric

Materials Beneficial to the Environment

Site Improvements

Operations + Maintenance

2011 Enterprise Green Communities Criteria
Green Manuals

Homeowner’s Manual
January 2007

HEALTHY HOME GUIDE
For Residents of
THE CHUSKA APARTMENTS

THE CHUSKA APARTMENTS
Developer and Owner
SUPPORTIVE HOUSING COALITION
OF NEW MEXICO (CHC-NM)
Residential Services Coordinator
CARE 60 (505) 863-6131
Property Management
MONARCH PROPERTIES
(505) 863-7400
GREEN & HEALTHY LIVING:

Resident Engagement Training in a Box

EASY IMPROVEMENTS FOR YOUR HOME WORKSHOPS
<table>
<thead>
<tr>
<th>WORKSHOP</th>
<th>CONTENT</th>
<th>DURATION</th>
</tr>
</thead>
</table>
| **ENERGY CONSERVATION** | • PowerPoint slides  
  • Exercise 1: Reading a Utility Bill  
  • Discussion: How to Reduce Energy  
  • Exercise 2: WATT Do They Take?  
  • Videos: How To Read A Utility Bill (Trainer resource and/or in class use) | 30 minutes |
| **WATER CONSERVATION** | • PowerPoint slides  
  • Exercise 1: Discover Your Water Habits  
  • Exercise 2: How Much Water Can I Save?  
  • Discussion: Water Saving Actions (Tenant & Property Owner)  
  • Videos: Test for Toilet Leaks (Trainer resource and/or in class use) | 30 minutes |
| **HEALTHY LIVING**   | • PowerPoint slides  
  • Exercise 1: Reading Home Product Labels  
  • Exercise 2: Make Your Own Green Cleaner  
  • Exercise 3: Asthma Breathing Through Straw  
  • Exercise 4: Pest True or False  
  • Videos: Breathing with Asthma Demonstration (Trainer resource) | 30 minutes |
| **WASTE & RECYCLING** | • PowerPoint slides  
  • Exercise 1: Discover What You Can Recycle  
  • Discussion: Recycling Action Plan  
  • Videos: What Can Be Recycled (Trainer resource and/or in class use) | 30 minutes |
# HOW MUCH WATER CAN I SAVE BY CHANGING MY HABITS?

## Goal

Understand the water saving potential of changes in habits.

## Directions

**Step 1:** Provide your best guess of how many gallons of water you might save. Circle the number of gallons you think would be saved each day with each practice. The trainer will help you fill in the “Correct Answer” column at the end of the exercise.

<table>
<thead>
<tr>
<th>WATER SAVING ACTION</th>
<th>GUESS GALLONS OF WATER SAVED PER DAY (circle your best guess)</th>
<th>CORRECT ANSWER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shower time less than 5 minutes</td>
<td>1 4 6 10 15 16 20</td>
<td>20</td>
</tr>
<tr>
<td>Turn off water when brushing teeth</td>
<td>1 4 6 10 15 16 20</td>
<td>6</td>
</tr>
<tr>
<td>Use low flow showerhead</td>
<td>1 4 6 10 15 16 20</td>
<td>16</td>
</tr>
<tr>
<td>Turn water off for 2 minutes when shaving</td>
<td>1 4 6 10 15 16 20</td>
<td>4</td>
</tr>
<tr>
<td>Fill bathroom sink to wash face</td>
<td>1 4 6 10 15 16 20</td>
<td>1</td>
</tr>
<tr>
<td>Turn off water when washing dishes (Plug drain and fill sink to wash and rinse dishes or use dishwasher and run full.)</td>
<td>1 4 6 10 15 16 20</td>
<td>15</td>
</tr>
<tr>
<td>Report leaking toilet, repair happens</td>
<td>1 4 6 10 15 16 20</td>
<td>10</td>
</tr>
</tbody>
</table>
Where to find the tools

www.greencommunitiesonline.org
www.greencommunitiesonline.org/tools/toolkits/
Sustainability Training Grants

- Online application process through Enterprise
- For affordable housing developers and building owners, Grant Awards of $5,000
- Goals:
  - Design and distribution of a resident and/or building maintenance manual OR
  - Development and implementation of a training curriculum for residents and/or building maintenance staff

For more information, see: www.greencommunitiesonline.org/tools/funding/grants/sustainability/
**How Much Energy Have You Used?**

Our Central Park @ Stapleton community focuses on sustainability! What does this mean? A part of being sustainable means SAVING ENERGY!! Northeast Denver gave you a head start by installing many energy efficient measures. We also had energy raters estimate the amount your Gas (Therms) and Electricity (Kwh or Kilowatt Hours) usage before you moved in. We used this to determine how much energy you should be using over the past 10 months. The good news? Many of you have “beat” the estimates and are using less energy than predicted!! The graphs below allow you to see how YOUR unit compares to the estimate.

Blue = Estimated Usage and Purple = How much you have used and other identical units.

**Natural Gas Usage from January 2008 to October 2008**

<table>
<thead>
<tr>
<th>Month</th>
<th>Unit A</th>
<th>Unit B</th>
<th>Unit C</th>
<th>Unit D</th>
<th>Unit E</th>
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<td>Oct. 2008</td>
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<td>424</td>
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<td>424</td>
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</tbody>
</table>

**Your Unit A**

Getting Better!! You have used 450 Therms, 26 more than predicted, but you have reduced the gap by 2 Therms since June.

Use the tips on the back of the newsletter to keep on saving energy!

**Electricity Usage from January 2008 to October 2008**

<table>
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<tr>
<th>Month</th>
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<td>4036</td>
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</tbody>
</table>

**Your Unit A**

Great Job!! You have used 4169 Kilowatt Hours, 1,254 less Kilowatt Hours than predicted.
Alameda County, CA

- **Program Name**: Los Angeles - Retrofit California
- **Locations**: Los Angeles County, San Francisco Bay Area, Sacramento County, San Diego County, City of San Jose, Sonoma County, Alameda County
- **Federal Funding**: $30 million
- **Target Building Types**: Residential (Single and Multi-Family) and Commercial
- **Financing Tools**: On-bill financing, microloans
- **Website**: [www.energyupgradecalifornia.org](http://www.energyupgradecalifornia.org)
Alameda County: Tenant Education and Outreach

Green Retrofit Lending
&
Customizable Resident Engagement Cards

Enterprise®
The Bay Area Multifamily (BAM) Fund

- An innovative effort to improve energy and water efficiency in older affordable multifamily buildings
- Provides free energy audit, technical support, and favorably termed debt.
- Leverages other resources
- Located in SF Bay Area
- Operated in partnership with the Low Income Investment Fund (LIIF)
Goals of the Program

- Improve property cash flow
- Improve health of buildings and residents
- Reduce greenhouse gas emissions
- Link to green jobs programs
- Enable retrofits to occur more quickly than a full rehab
- Prove the concept that energy savings can be projected with accuracy and monetized to drive debt that can be raised from the capital market
Program Components

- Free Energy Audit
- Low Interest Loan
- Assistance in assembling additional capital, rebates and incentives
- Quality assurance and verification inspection
- Training for property operations and maintenance staff
- Resident education and training
Resident Education Cards

Product
• Set of electronic “Cards” in a Power Point format
• Potential end uses:
  ▪ Power Point presentation...
  ▪ Printed signs...
  ▪ Flashcards...
  ▪ Bound as a resident handbook...
Purpose of Cards and Customization Process

Create an educational tool that...

- Teaches residents about green living choices in their building
- Allows for customization to fit different audiences and properties
- Offers flexibility to use in multiple ways
Categories

- Green Cleaning & Maintenance
  - Laundry
  - Product Selection
  - Product Storage/Disposal
  - Safe & Effective Cleaning Habits
  - 6 Cards

- Energy Conservation
  - Lighting
  - Heating
  - Appliances & Electronics
  - 5 Cards

- Water Conservation
  - Indoor: Kitchen & Bath
  - Outdoor: Landscaping
  - 2 Cards

- Waste & Recycling
  - Waste Reduction
  - Recycling & Composting
  - Household Hazardous Waste
  - 4 Cards

- Integrated Pest Management
  - Indoor Pest Prevention & Control
  - Bed Bugs
  - 2 Cards

- Healthy Living
  - Indoor Environmental Quality
  - Transportation & Connections
  - Community Gardens & Green Spaces
  - Food & Nutrition
  - 12 Cards

7/28/2011
Information on the Cards

Tips for Greener Laundry

Detergents
- Buy detergents that are:
  - concentrated
  - biodegradable
  - phosphate-free
- Avoid bleach
- To whiten clothes, use hydrogen peroxide, or white distilled vinegar

Washing Tips
- Only wash full loads of laundry
- Use only the recommended amount of detergent
- Use the COLD WATER setting for all general laundry
- Use the HOT WATER setting for bedding and soiled or stained clothes

Save Energy
- Use the COLD WATER setting for all general laundry
- Use the HOT WATER setting for bedding and soiled or stained clothes

Knowledge:
- Phosphates and other chemicals in detergent can pollute our waterways.
- 90% of energy used to wash clothes is used to heat water.
- Save $250/year by washing in cold water.

Topic: Green Cleaning: Washing Clothes

Custom Actions: To include additional customized actions (below): add a blue action box in the lower right hand corner placeholder; OR change to a page layout with more action boxes; OR create a new card for the customized actions using the template layouts or the modifiable layout at the end of the presentation.

- Use (Insert amount) of detergent for the high efficiency front loading machine.
- Use the low water or (Insert proper setting) setting if you only have smaller loads to wash. (Add a photo of your machine’s settings)
- Use hydrogen peroxide, or white distilled vinegar instead of chlorine bleach to whiten clothes. (Add 1/2 cup of hydrogen peroxide or 1 cup of vinegar to the bleach holder in your washer. OR Add 1/2 cup of hydrogen peroxide or 1 cup of vinegar directly into the machine once the water has filled if there is no bleach holder)
- The following stores near you carry green laundry products: (Insert store names)
- Use (Insert name of recommended product) detergent, which works well with the building’s greywater system.

Note: If you live in a cold climate, the washing machine manufacturer may suggest using only warm water during cold months because cold tap water temperatures may lead to premature failure of gaskets. Check warranty and manufacturer’s recommendations.

Additional Actions
- Store clothing in plastic or airtight containers instead of using mothballs.
1. East Bay Asian Local Development Corporation (EBALDC)
2. Satellite Housing
3. Resources for Community Development (RCD)
• **Goal of Project**
  - Help EBALDC save water
  - Educate residents about bed bugs
  - Help residents understand the mutual benefits of energy conservation to EBALDC and themselves

• **Scope of Work Undertaken**
  - Customize entire set of cards for EBALDC
  - Get buy-in from resident services team in using the cards
Lead Based Paint

Reduce Your Risk

These EBALDC properties were built before 1978:

- Effie’s House
- Madison Park Apartments
- San Pablo Hotel
- Madrone Hotel
- Huah Taylor House
- Oakland Point LP

They may contain lead based paint.

Reduce Your Risk

For More Information

Contact the National Lead Information Center at 1-800-424-5323 or visit their website:

www.epa.gov/lead
www.hud.gov/offices/lead/

CELEBRATING 36 YEARS

Lead Based Paint

These EBALDC properties were built before 1978:

- Effie’s House
- Madison Park Apartments
- San Pablo Hotel
- Madrone Hotel
- Huah Taylor House
- Oakland Point LP

They may contain lead based paint.

Reduce Your Risk

- Notify management of peeling or chipping paint.
- Clean window frames, window sills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner.
- Thoroughly rinse sponges and mop heads after cleaning dirty or dusty areas.
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.

- Wash children’s hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles and toys regularly.
- Keep children from chewing on painted surfaces.
- Make sure children eat nutritious, low-fat meals high in iron and calcium, such as spinach and dairy products. Children with good diets absorb less lead.
East Bay Asian Local Development Corporation (EBALDC)

Green Cleaning Product Examples

These products are all certified by an independent, third-party organization as being low-toxic, biodegradable, having less packaging, and more environmentally-friendly attributes.
Get Healthier by Taking Public Transit

Visit [www.511.org](http://www.511.org) to plan a trip using public transit anywhere in the Bay Area

**Take the Bus: AC Transit**
Local fares are $2, transbay trips are $4. Youth (5-18) and Seniors (65+) get 50% off fares.
[www.actransit.org](http://www.actransit.org)

**Take the Train: BART**
One-Way fares can be anywhere from $1.75-$7 depending on how far you want to go. Senior, disabled, Medicare and child fares are much less.
[www.bart.gov](http://www.bart.gov)

Other Alternatives
- Bike
- Walk
- Carpool
- Taxi
- “Dial a Ride”

CELEBRATING 36 YEARS
• **Goal of Project**
  - Create awareness among residents that Satellite is working hard to green their operations
  - Sharing information about how these actions are beneficial for their own lives, their community, *and* the environment

• **Scope of Work Undertaken**
  - One customized set of cards for Satellite
  - Two additional sets for individual properties (Valdez Plaza and St. Patrick’s)
Recognizing Hazardous Waste

Take Your Hazardous Waste to Alameda County Household Hazardous Waste
2100 East 7th Street, Oakland
Open Thurs, Fri and Sat from 9 AM to 1 PM
Ask your services coordinator about van service to this site

Valdez Plaza
Medical, biohazard waste (including diabetic’s needles) can go in the red sharps basket in the property manager’s office.

Be smart about hazardous waste:
- It can threaten human health and contaminate the air, water and soil.

Don’t:
- Buy products with hazardous warning labels.
- Store it in your home.
- Throw it in garbage or recycling bins.

- Batteries
- Toxic glues & adhesives
- Ink & toner from printers and copiers
- Fluorescent lamps & light bulbs
- Take TVs, computers & electronics to the office.
Satellite Housing

Keep Your Indoor Air Clean

**DO**
- Open windows for fresh air and to remove moisture, odors, and fumes from chemical cleaning products.

**DON'T**
- Open windows if you are near heavy traffic or other sources of outdoor air pollution.

**DO**
- Use natural air fresheners:
  - Fresh cut lemons
  - Fragrant plants
  - Baking soda

**DON'T**
- Use chemical air freshener products and scented candles in your apartment — many contain dangerous chemicals.
Healthy and Safe Ways to Travel

Be Seen, Be Safe
Wear bright clothing. White lights in front, red lights in back!

Learn and Use Hand Signals
Let other cyclists, cars, and pedestrians know when you are turning and stopping.

Always wear a helmet
A good helmet:
- fits snugly around your chin
- covers the top part of your forehead
- is ANSI or ASTM certified

Did You Know?
Adults who bicycle regularly live 2 years longer!

Know the local bicycling laws!
Check with your service coordinator for a local bike map.
• **Goal of Project**
  - Create visual cues that tie together a variety of green initiatives but that is also consistent with RCD’s existing brand elements
  - Provide information that reaches the most possible RCD residents, regardless of building type or resident demographics.

• **Scope of Work Undertaken**
  - Move all tips to Word doc for ease of incorporation into newsletter
  - Set of signs that can be installed at all RCD properties
Plain Text Tips for RCD Newsletters

Tips for Greener Laundry

Detergents
Buy detergents that are:
• concentrated
• biodegradable
• phosphate-free
• Avoid bleach!
• To whiten clothes, use hydrogen peroxide, or white distilled vinegar

Washing Tips
Only wash full loads of laundry
Use only the recommended amount of detergent. Using too much may leave residue on clothes and in the washing machine

Save Energy
Use the COLD WATER setting for all general laundry
Use the HOT WATER setting for bedding and soiled or stained clothes

KNOW THIS!
Phosphates and other chemicals in detergent can pollute our waterways. 90% of energy used to wash clothes is used to HEAT WATER! Save $150/year by washing in cold water!

Save Energy & Money Drying Clothes

Avoid Dryer Sheets
Dryer sheets contain chemicals that can transfer from your clothes to your skin. They can also pollute the air. Instead of dryer sheets use natural, biodegradable fabric softener or vinegar when you wash your clothes

Drying Clothes
Resources for Community Development (RCD)

Getting Comfortable with Less Energy
- Turn off heat when you are not at home, and at night.
- If your heat (or AC) is on, your windows should be closed.
- Proper control of thermostats can greatly lower the amount of energy needed to heat and cool your home.
- This reduces energy bills and reduces the impact on the environment.
- Move furniture away from the heater.
- Wear weather-appropriate clothing inside your home.

Control Your Energy Use
- Turn it off! Turn lights off when you don’t need them and when you leave a room.
- Let the sunshine in! Open blinds and curtains to let natural light in your home.
- Use only what you need...
- Use a small task light instead of overhead lights when you can.

Energy Efficient Appliances & Electronics
- Power Cards: Use a power strip for electronics. Plug in power strip when not in use.
- Computers: Turn off computers and monitors when not in use.
- Refrigerators: Close the door quickly. Clean the dust off coils twice a year.
- Choose wisely: Compact fluorescent lamps (CFLs) when replacing bulbs.
- SaveMoney, SaveEnergy, Reduce Pollution, Increse Life by choosing a higher efficiency product.

Save Energy with Smart Light Bulbs
- Choose wisely: Choose compact fluorescent lamps (CFLs) when replacing bulbs.
- CFL Disposal: Do NOT throw CFLs or other fluorescent bulbs in the trash or recycling bin. Check with your building manager for proper disposal procedures.
- Save Money: CFLs use more energy than incandescent or halogen lamps in your home.
- If you break a CFL:
  1. Do not bend the bulb; open it carefully. Pop off the plastic guard that surrounds the tube. Discard the guard. Be careful not to break the bulb or to puncture the glass.
  2. Clean up: If you get any liquid on your hands, wash them with soap and water. Avoid inhaling the liquid or dust when cleaning up.
  3. Send broken CFLs to an electronics recycler or drop them in the trash.

Energy Costs for 50,000 hours of use:
- Incandescent bulb (120 watts): 3,000 kWh.
- CFL (25 watts): 1,575 kWh.
- Save: 1,425 kWh = $92.40
Resources for Community Development (RCD)

Keep Your Indoor Air Clean

**DO**
- Open windows for fresh air to remove moisture, odors, and fumes from chemical cleaning products.

**DON'T**
- Open windows if you are near heavy traffic or other sources of outdoor air pollution.

Keep Dirt Out for Healthy Indoor Air

Priority #1 – Keep Dirt Out!
- Use stiff-bristled, rubber-backed entry mats outside doorways.

Clean regularly!

Keep them on a shoe rack inside and you'll reduce your need to clean and reduce the amount of chemicals you'll use in the process!

Identifying and Preventing Mold

What does it look like?
- Check for discoloration. Mold can be:
  - Orange
  - Green
  - Brown or
  - Black

Where does it live?
- Mold is often found in kitchen and bathroom tile, and grout, inside closets, under carpets, and anywhere that gets wet.

What does it smell like?
- Mold has a musty odor.

Immediate mold mitigation:
- If you find mold – don’t panic!
  - Clean up can be safe and simple, but should be taken care of immediately.
  - Mold spores can multiply and cause health issues.

Get Moist Air Out
- Run your bathroom fan or open a window for 1 hour after each shower. Keep it clean and free of dust, lint, and debris.

Dry It Out
- Open windows to remove excess moisture. Hang wet items to dry or direct a fan toward wet carpet.

Clean up spills:
- Do not let water or mud stay wet (especially in bathrooms, entries & laundry). Use a clean & dry mop or cloth to dry spills.

Simple Steps to Stop Mold

Use the Steege Mold Code? Boring water? Use it!

Get Moist Air Out
- Run your bathroom fan or open a window for 1 hour after each shower. Keep it clean and free of dust, lint, and debris.

Dry It Out
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Clean up spills:
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Companion Tools and Where to Find These Resources

- Tip sheet
- Video tutorial on using cards (4 min.)
- Image library
- Sample quizzes and answers
- Going Green’ Video (6 min.)
  - Tips and actions for each category
  - “Pause points” for discussion

http://www.greencommunitiesonline.org/tools/toolkits/resident_engagement_cards.asp
Who: Enterprise, Bay Area Organizations, O’Brien & Company
What: Showcase and Training
Where: TBD – Bay Area
When: October 2011
Why:
• Showcase completed Bay Area Projects
• Inspire others to use the Resident Engagement Tools
• Share with others the customization process
• Gather ideas about resident engagement
Potential Future Call Topics

- Financing Strategies for Low-Income Participants
- Strategies for Mixed/Multi-Use Buildings
- Multi-family Program Design
- Targeted Marking for Low-Income Programs
- Strategies to Address Split Incentives in Multi-family Buildings
- Working with Multi-family and/or Low Income Programs and Partners