



**HDC**  
MidAtlantic

# Pathways to Resident Engagement

2022 PHFA Multifamily  
Affordable Housing  
Conference



**HDC**  
**MidAtlantic**

- ❖ We are trusted resident advocates, developers, property managers, community partners, and collaborators.
- ❖ Our ***mission*** is to build hope and opportunity for all residents to reach their full potential by creating, preserving, and strengthening affordable housing communities.
- ❖ Our ***vision*** is for a world where a safe, welcoming affordable place to call home is open to everyone.
- ❖ We believe that ***housing is a human right*** and the cornerstone of growth and stability for individuals and families.



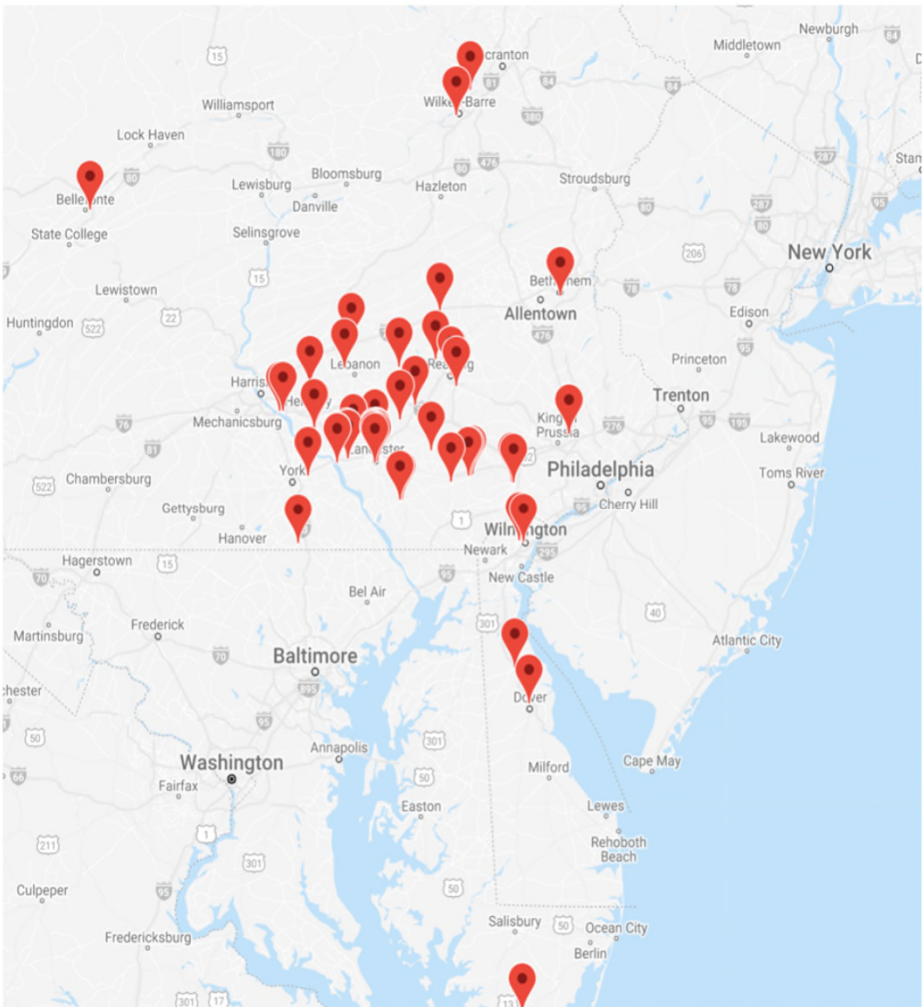
# HDC Serves

Over 4,300 Residents

62 Communities  
3,100+ Apartments  
PA, DE, & MD

Urban, Rural and Suburban

Seniors, Families, Special Needs





# **Goal: Strengthening a sense of personal agency**

Incorporate resident experience and perspective into all aspects of the work

Partner with residents as they act on goals and opportunities and overcome challenges

Support residents to build power and control over their lives

# Resident Engagement Initiatives



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## **Leadership Development & Skills Building Strengthening Voices and Skills**

Outcome: Increased skills through networking, learning and inspiring each other

**Resident Engagement  
Initiatives**

### **ACTIVITIES**

#### **NeighborWorks America Community Leadership Institute (CLI)**

HDC will enroll a team in the national CLI annually.

#### **HDC Resident Academy for Leadership and Inspiration (RALI)**

HDC will offer RALI up to twice a year, based on interest.

#### **Advocacy 101**

HDC will introduce advocacy sessions to interested residents.



## **Governance & Decision Making Leadership Roles and Pathways**

Outcome: HDC's policies will be informed by the people they impact

**Resident Engagement  
Initiatives**

## **ACTIVITIES**

### **Resident Associations**

Elected officers lead associations; all residents have access to associations; resident services provide support and resources as requested and facilitate communication with management.

### **HDC Resident Advisory Council**

Council meetings are held twice a year and are open to resident leaders. Policy review, program input and learning opportunities are planned with input from residents.

### **Design Workgroups**

Residents contribute ideas for design planning for new developments.

### **Community Meetings**

Community meetings are held at all HDC managed communities. Residents and employees meet to communicate about property concerns and plans.



## Advocacy & Civic Engagement

**Taking a stand**

Outcome: Residents use their voices to speak and take action on things that are important to them

**Resident Engagement  
Initiatives**

### ACTIVITIES

#### **Voter Registration Drive**

HDC will conduct voter registration drive at all communities.

#### **Story Bank Collection**

Residents will raise their voices by sharing their stories about their experiences and the impact of affordable housing in their lives.

#### **Advocacy opportunities**

Interested residents will be connected to opportunities to engage in advocacy initiatives, writing letters, sharing their stories, and/or visiting legislators.



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## **Volunteerism & Community Projects**

**Neighbors working together**

Outcome: Community celebration, beautification, safety; supporting and connecting with neighbors

**Resident Engagement Initiatives**

## **ACTIVITIES**

### **Volunteerism**

#### **Community Programs and Projects**

Residents have the opportunity to access resources to complete projects in their communities. Residents collaborate with community managers, resident services coordinators

# Resident Engagement Slideshow



**We want to hear  
from you!  
How Do You Engage  
Residents?**



# Connect with Us

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