



HDC
MidAtlantic



HOUSING
PARTNERSHIP
NETWORK



Elevating Resident Voice through Community Meetings

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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.

We are dedicated developers, providers of,
and advocates for affordable housing.

Pennsylvania, Delaware, & Maryland
Urban, Rural, & Suburban

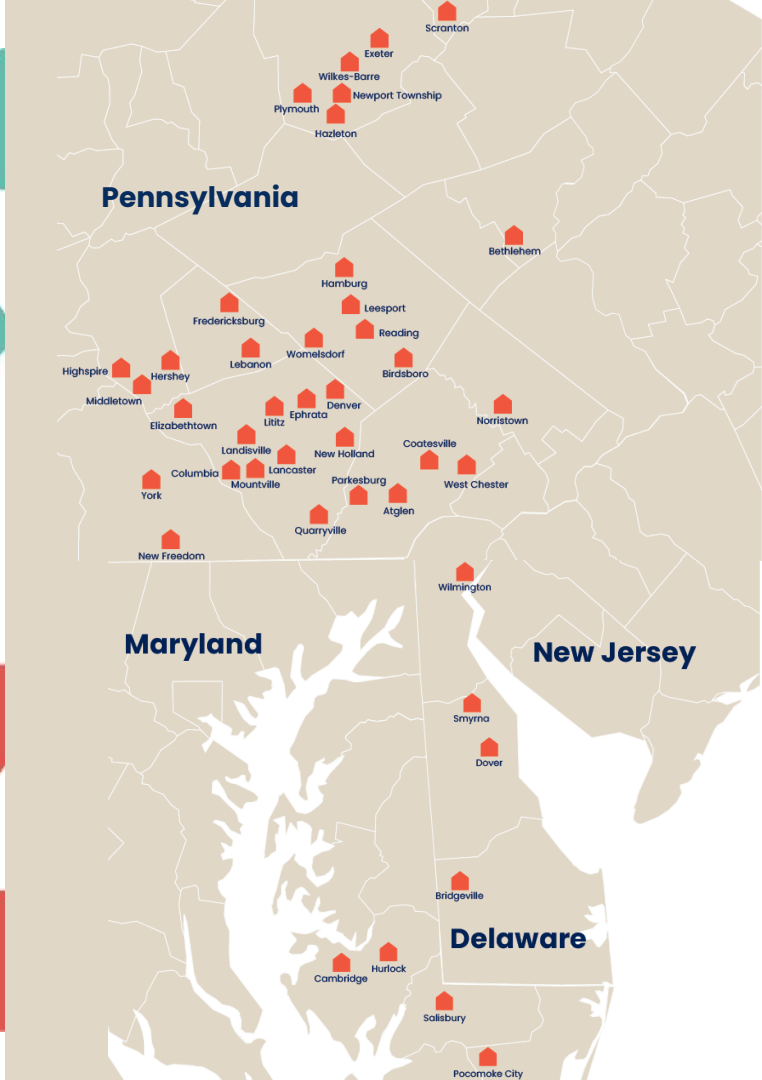
5200 Residents

3400 Apartments

72 Communities

42 Senior Communities

30 General
Occupancy
Communities





Real Estate Development

We build equitable communities by developing, preserving, and acquiring existing affordable housing in Pennsylvania, Delaware, and Maryland.



Property Management

With over 50 years of experience, HDC exceeds standards of excellence in property management, maintaining communities that are safe and welcoming for all residents.



Resident Services

Using a people-centered approach, we connect residents to services and programs so that they can reach their full potential, not just to survive, but to thrive while living in an HDC community.



Advocacy

Our goal is to increase resources and access to affordable housing, educate policy makers, elevate resident voices, and to support and promote programs that advance the well-being and economic stability of lower-income families.





Our Commitment to Racial Equity

All people should be able to achieve their full potential in life, regardless of race, ethnicity, or the community in which they live.

Furthering systemic change takes every one of us stepping up to do better. We are humbled by the long-term commitment and open dialogue that racial equity work requires. We will evolve and grow to create a culture of collaboration and continuous learning as we honor diverse perspectives and experiences to create meaningful change in our communities.

**This is a journey that we are on together
and one that we recognize will never end.**



Learning Objectives

Understanding
Trauma-Informed
Principles

Applying
Trauma-Informed
Approaches to
Community Building

Understanding
Community Meeting
Framework

Approaches to Elevate
Resident Voices

Who has hosted a Community Meeting?



Community Meeting



Community Meeting Goal

Incorporating resident experience and perspective into property operations





Source: Substance Abuse
and Mental Health Services
Administration

Image: Pennsylvania Psychiatric
Institute

Applying Trauma-Informed Approaches to Community Building



Community Meeting



Ensure consistent and dependable communication



Never overpromise – be realistic and truthful



Remove barriers to participation



Foster social cohesion and connection



Support meaningful community engagement



Promote safety



Plan for reflective process



Honor history and celebrate culture

Source: Trauma-Informed Community Building
and Engagement; Urban Institute; April 2018



Community Meeting Framework

Community Meeting

Community Meetings held twice a year.
Providing consistent, predictable opportunities for communication.

All property staff should attend community meetings.

Everyone has a role.

Regional Managers, RS Managers, other representatives from the home office as appropriate and available.

Residents are informed of the meeting 2 weeks in advance.

Date, time, location, agenda, opportunity to add topics before and during the meeting.

Notes from meeting will be distributed to all residents.

Important that everyone received the information.

Memo or newsletters are sent to all residents to follow up on action steps.

Community Managers



Community Manager Responsibilities

Schedules Community Meeting twice a year.

Agenda Creation

Creates agenda and checks with staff for information needed to be added. Sends agenda to staff for approval.

Notifies Residents

Sends a letter to residents two weeks prior for community meeting date

Resident Services



Resident Services Responsibilities

**Going over
ground rules can
help hold
everyone
accountable.**

Brings Resident Services agenda items

Asking residents for agenda items

Welcome and Introduction to start the meeting

Gratitudes

Community Building Activity

Distributes Surveys



Collaboration

Community Meeting

Taking Notes

Communicating with
residents

Follow up on next steps

**Designate a
notetaker and
give reasonable
expectations**

Agenda

**Knowing what to
expect**

- Welcome & Introductions
- Grounding
- Group Agreements
- Resident Services
- Property Management
- Maintenance
- Closing

SURVEY

Feedback opportunity

Rating Satisfaction:

- Apartment
- Common areas
- Outdoor spaces
- Services & events
- Upkeep & maintenance
- Staff responsiveness

Open Ended:

- One thing you like
- One thing you would change

Community Meeting

Break out groups

Community Meeting



Group 1

How can we make Community Meetings a conversation?

Group 2

How are residents and staff empowered through Community Meetings?

Group 3

How do you deescalate a situation with a resident during the meeting?

Group 1

Create a Welcoming Environment

Visual Aids

Send out the agenda ahead of time and ask for agenda items to be added

How can we make Community Meetings a conversation?

Allocate time for Questions and shared perspectives

Encouraging Residents to use their voice

Acknowledge feelings about the meeting and ask for takeaways



Group 2

Staff can see the impact they have on the community

Bring awareness to concerns of the community

Get new ideas from residents about things they would like to see in their community

How are residents and staff empowered through Community Meetings?

Staff can get important information to the community

Residents and staff can express feelings and concerns regarding the community



Group 3

Respect Personal Space by maintaining a safe distance and avoid touching the other person

Listen, giving your full attention, nod, ask questions, and avoid changing the subject or interrupting

How do you deescalate a situation with a resident during the meeting?

Empathize, by presenting genuine concern and a willingness to understand without judging

Tone is important, speak calmly to model appropriate tone

When all else fails, adjourn the meeting as politely as you can



THANK YOU!

Questions?



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