Goals

1. Collaboration with residents
   Resident Leaders and Property Managers will work collaboratively to make decisions that are in the best interest of the development and the residents.

2. Improve customer service
   - Consistent levels of professionalism
   - Performance metrics
   - Clear standards based on best practices

3. New ways to work
   Property Manager responsible for:
   - Development operations
   - Flexible decision making processes
   - Establishing staffing levels using the new budget
   Who will report to the Property Manager?
   - All location staff
   - Skilled trades for the development

4. Better financial management
   - Bottom-up budgeting process incorporates resident and staff input
   - Budget decisions tailored to each development’s needs
   - Use of central office services can be customized for each development

18 Participating developments

**Bronx**
- Melrose
- Mitchell
- Mill Brook
- Mott Haven
- Patterson

**Brooklyn**
- Brownsville
- Howard
- Langston Hughes
- Seth Low
- Tilden
- Unity Plaza
- Van Dyke
- Woodson

**Manhattan**
- East River
- Jefferson
- Lincoln
- Wagner
- Wilson/White/Metro North

Timeline
- Launches January 1, 2015
- Best practices from pilot: Implemented immediately
- Full implementation: 3-5 years

*Sites selected upon proximity to each other to work as clusters.*