

Program Administrator Board Report

- Proficient in BCHA database management, Slide Room (done)
 - Organizing by income category
 - Running into questions/concerns about asset and net worth limit
- Proficient in applications, determining tenant eligibility (ongoing)
 - assist tenants in application process
 - 15 purchasing applications completed
 - 30 rental applications completed
 - review and import data from online forms completed by community housing applicants
 - following up with the applicants on items which need further documentation
- Proficient in customer service and referrals from BCHA office (ongoing)
 - Answer inquiries, set appointments with applicants, and serve as initial contact
 - 3 scheduled appointments at City Hall, 6 scheduled appointments at BCHA office
 - 4 walk-ins at City Hall, 6 walk-ins at BCHA office
 - Averaging around 10 phone calls per day
- Resident engagement at Lift Tower Lodge (ongoing)
 - Managing tenant relations, with support from Ketchum staff
 - Dropped off resident permits and letter explaining transition
 - Reviewed leases and lease-terms, will translate to Spanish
- Learning sales process (ongoing)
 - Updating the existing value for CH owners of deed covenants
 - Develop and maintain relationships with lenders, title companies, and other parties involved in real estate transactions
 - Assisting approved buyers as they work with lenders, title companies, and other agents involved in the transfer of property
 - Requesting, verifying receipt, and filing received documents
 - 2 qualified applicants are in process of completing IFHA homebuyer course and getting pre-qualification letters. Working with Anna Mathieu to schedule meetings to go over process with applicants and show the property.