


**MUTUAL HOUSING ASSOCIATION**  
of Greater Hartford, Incorporated  
*Revitalizing Neighborhoods & Building Success*

### Mission

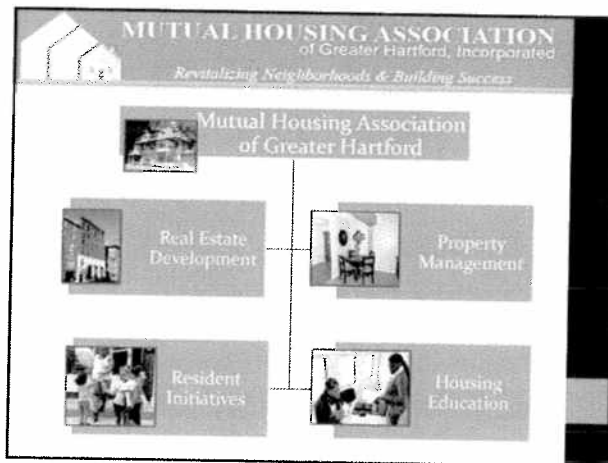
- MHAGH strives to be an ongoing producer and manager of affordable housing in Greater Hartford while empowering people through leadership and educational opportunities.



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### History

- Founded in 1988
- \$38 million in total assets
- 11 real estate development projects
- Over 450 units of affordable housing
- \$80 million raised in affordable housing finance
- Educational programming evolved from community need
- 95% average occupancy across portfolio
- Low employee turnover



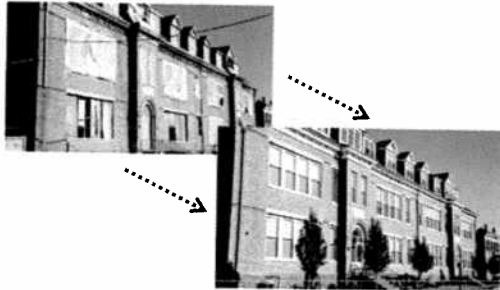
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### Real Estate Development

- We develop properties in a variety of ways:
  - Rehabilitation
  - New Construction
  - Acquisition of existing developments
  - Development Partnerships
- We currently own 11 properties:
  - 6 located in Hartford
  - 1 each in Windsor Locks, Manchester, Simsbury, Glastonbury, and New Britain

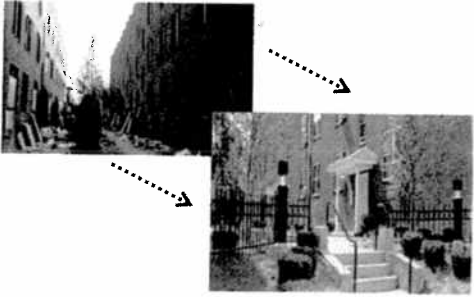
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### Grove Street Mutual Housing




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### Webster Street Mutual Housing



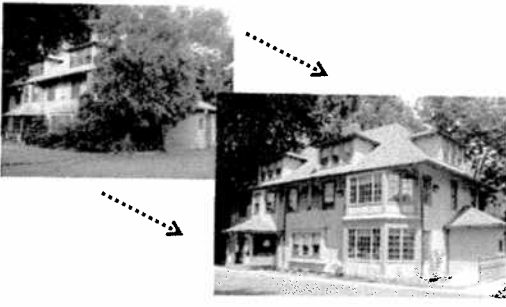
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### Park Terrace II Mutual Housing



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### Niles Street Office




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Willow Arms, Tariffville

Anvil Place, New Britain




Carter Court, Glastonbury




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Park Terrace I, Hartford



Plaza Terrace, Hartford




Grove Street, Windsor Locks




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Dart Gardens, Hartford



Park Terrace II, Hartford



Zion Street, Hartford



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## Property Management

- MHAGH took over management of its own properties in November 2007 after years of using third party contractors
  - Accounts receivables decreased by 83%
  - Accounts payable decreased by 59%
  - Monthly vacancy rates dropped by 6.5%
  - Monthly rental income increased by 28%
  - Cash in Reserves increased by 14.8%

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## Property Management Structure

- Director of Property Management leads team
  - 3 Property Managers
  - 1 Compliance Manager
  - 1 Work Order Administrator
  - 9 Facilities Team Members



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## Resident Based Programming

- Ready to Rent
- Homebuyers Education
- Resident Initiatives
- Leadership Academy
- Board of Directors

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## Ready to Rent

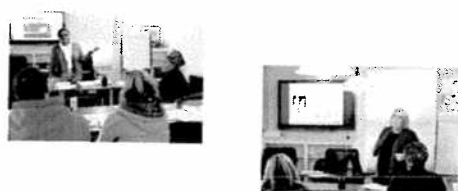
- 4 week course designed to prepare renters on their rights & responsibilities as a tenant, understanding a lease, understanding & repairing credit, and managing personal finances

"I ENJOYED THE EDUCATIONAL AND BUILDING THE MONEY LIFE SKILLS AND GETTING AHEAD FROM THE PROGRAM. MYSELF AND MY FRIENDS ARE NOW READY."  
 -JENNIFER LEE

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• Homebuyers Education

- 8 hour course to prepare potential homebuyers for successful homeownership, including:
  - Individual counseling with assessment
  - Customized written goal plan



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• Resident Initiatives

- Activities held at each property (pasta dinner, movie night, arts & crafts)
- All property events (Family Fun Day & Winter Family Festival)
- Food pantries at 4 properties
- Provide back to school supplies, turkeys at Thanksgiving



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• Leadership Academy

- Series of 10 workshops covering topics such as public speaking and community building
- Participants required to create and implement community project
- Graduates can apply for grants from MHAGH to carry out a community project of their design



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• Leadership Academy



"The leadership training helped me discover skills I thought I did not possess and enhanced the skills I had. It also broadened my views and approach on how I think about things. The leadership training gave me tools to be confident in my endeavors. The program opened technical doors to my life. I learned me of relevant information that will accomplish my business destiny."  
Program Participant  
Class of 2012

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- Board of Directors
  - Residents serve on Board of Directors
    - Often time after completing the Leadership Academy
  - Oversee the governance and finances
  - Advocate for resident issues

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- Patricia Gotimer
  - Serves on Board of Directors since 2009
  - Board Secretary
  - Graduate of Leadership Academy
  - Resident since 2008
- Jahdiel Cruz
  - Serves on Board of Directors since 2012
  - Graduate of Leadership Academy
  - Resident since 2009

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### Participatory Planning

- Mutual Housing model
- Summit Park development
  - Frog Hollow NRZ
- Dart Gardens, Plaza Terrace, Willow Arms
  - Design elements
- Zion Street
  - Resident need for larger units
- Webster Street development
  - Maple Avenue Revitalization Group

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### Examples of Working with Resident Group

- Park Terrace I
  - Neighborhood stabilization
  - Involved in acquisition of properties
- Dart, Plaza, Willow Acquisitions
  - Transfer of ownership with resident approval
- Willow Arms community building
  - Zoning approval
- Lessons learned:
  - Clear expectations and communication

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## Proposed Resident Program

- Receive training through Leadership Academy
- Choose team to serve on:
  - Evaluation Team
  - Resident Experience Team
  - Building Design Team
  - Construction Team
  - Property Management Team
- Team are 5-9 Residents
- Meet monthly or as needed

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## Jobs Training

- Leadership Academy
  - Work on job readiness skills
    - Communication
    - Goal Setting
    - Working in Teams
- History of hiring residents
  - Positions in property management, housing education, facilities

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## Resident Hiring & Training

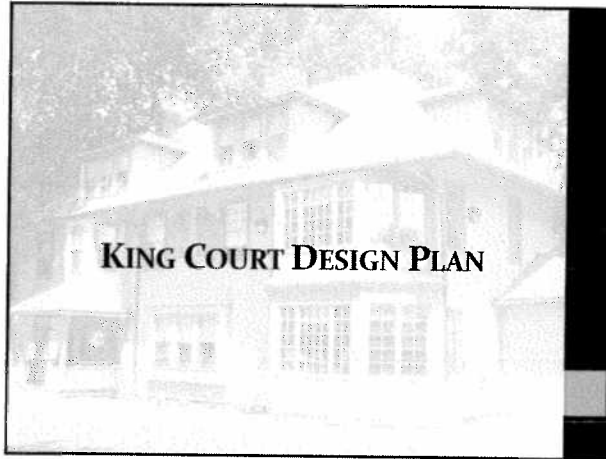
- Jobs Funnel Program
  - Construction trade positions
- Successfully used at:
  - Park Terrace II
  - 2 Housing Authorities
    - Mary Shepard Place
    - Farnam Courts Project



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## Proposed Resident Job Training

- Working with Jobs Funnel Program
  - Pre-employment training
- Preconstruction meeting
- Job notice distribution



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### King Court Design Team

- Developer: Mutual Housing Association of Greater Hartford
- Resident Association
- Architect: Paul Bailey
- Construction: Alca Construction
- Consultant: Larry Kluetzsch

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### Design Team

- Architecture Firm
  - Paul B. Bailey
  - Award Winning Firm
  - Completed 6 projects with MHAGH
- General Contractor
  - Alca Construction
  - Joe Calafiore, President
  - Built over 4,000 units of housing
  - Completed 7 projects with MHAGH
- Larry Kluetzsch, Consultant
  - 20 Years of Experience in Affordable Housing Development and Finance

PAUL B. BAILEY  
ARCHITECT



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### King Court Revitalization Process

- MHAGH planning a \$10 million "make-over" of King Court including:
  - Update of all units including new kitchens and baths
  - "Green" improvements to make units more energy efficient
  - Additional amenities including new Community Building, expanded recreation areas, and improved landscaping
  - Site improvements including new paving, sidewalks, and lighting




• PAUL B. BAILEY ARCHITECT, LLC •

- Award-winning 12 person Architectural Firm with over 20 years Experience in Affordable Housing Including:
  - New Construction
  - Supportive Housing
  - Rehabilitation
  - Elderly Housing
  - Energy Efficient Design
  - Family Housing
- Have designed over 4,000 Affordable Housing Units Including:
  - 45 Housing Developments Funded by CHFA and DECD
  - 47 Housing Developments Funded by HUD




PAUL B. BAILEY  
• ARCHITECT •




Chamberlain Heights  
Meriden, Connecticut

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BEFORE



AFTER



Chamberlain Heights  
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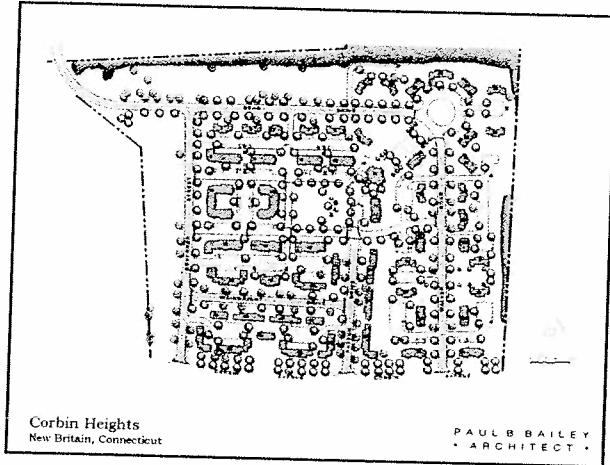
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### Environmentally Efficient Design

- U.S. Green Building Council Leadership in Energy and Environmental Design (LEED) for Homes (Gold Anticipated)
- Enterprise Green Communities
- EPA ENERGY STAR
- "Smart Growth" Location
- Site
  - Rain gardens throughout the 22-acre site to accommodate all rainfall from the building areas
  - 57 new street trees to improve shading along sidewalks.
- Building Envelope
  - State-of-the-art spray-foam insulation in wall cavities to reduce air infiltration.
  - Spray foam insulated air ducts, which are buried in loose fill insulation in attics
  - Basement rigid insulation
  - High-efficiency, operable, Low-E glass windows
  - Estimated reduction of overall building energy use by 45% below conventional construction
- Interior Amenities/Common Areas
  - High-efficiency natural gas-fired furnaces and tankless water heaters
  - Central air conditioning and programmable thermostats
  - Low VOC paints and sealants
  - Low-flow water fixtures

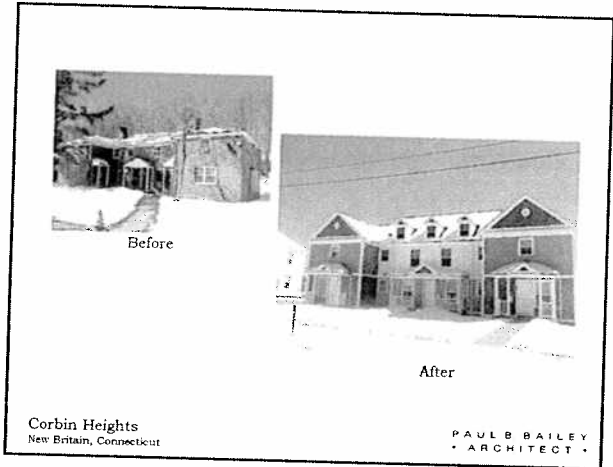
Chamberlain Heights  
Meriden, Connecticut

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Corbin Heights  
New Britain, Connecticut

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Before

After

Corbin Heights  
New Britain, Connecticut

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Corbin Heights  
New Britain, Connecticut

PAUL B BAILEY  
• ARCHITECT •



Corbin Heights  
New Britain, Connecticut

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