

HOUSING OPPORTUNITIES UNLIMITED

50 Redfield St., Suite 101 • Boston, MA 02122 • Tel: 617-436-4500 • Fax: 617-436-4566

www.housingopportunities.com

Statement of Experience and Corporate Capabilities

Housing Opportunities Unlimited (HOU), a privately-held company, has provided relocation assistance and direct resident services in public and subsidized housing as well as consulting assistance to housing entities for over thirty-four years. The company has worked in a diverse range of low- and mixed-income communities, and specializes in assisting communities that are in transition due to major redevelopment.

HOU's clients include PHAs, private developers, management firms, investors and resident organizations. HOU's projects have included providing relocation implementation, community and supportive services and/or consulting assistance at over 170 sites in eighteen states and the District of Columbia, including sixteen HOPE VI-funded projects. HOU provides a wide-range of services including:

- Large-scale Relocation Planning and Implementation, including Housing Choice Voucher Program Implementation
- CNI & HOPE VI CSS Planning, Implementation, and Evaluation
- On-site Case Management & Resident Service Coordination (including elder services)
- Section 3 and M/WBE Participation Compliance Oversight
- Community Needs Assessment, Social Service Program Evaluation and Technical Assistance
- Resident Council Training and Resident Leadership Development
- Youth Development Services
- Family Self-Sufficiency/Welfare-to-Work Program Development

HOU has a national reputation for its support service and community building programs, receiving many awards, including the *Rudy Bruner Award for Excellence in the Urban Environment*, the *National Association of Housing and Redevelopment Officials (NAHRO) National Award for Merit*, the *HUD Community Development Award for National Excellence* and 3 *HUD Best Practice Awards*.

SELECTED CLIENT LIST

- Housing Authorities: Washington DC, Pittsburgh PA, Boston MA, Springfield, MA, Hartford CT, Norwalk, CT, Holyoke, MA, Newark NJ, Pawtucket, RI, Seattle WA, Portland OR, Danville VA, Houston TX, Richmond, CA, New Haven CT, Paterson NJ, Newport RI, Chester PA
- Jonathan Rose Companies
- AHC, Inc.
- Mayor's Office of the District of Columbia
- Winn Development
- The Community Builders, Inc.
- Preservation of Affordable Housing
- McCormack Baron Salazar
- Pinnacle Development Co.
- The NHP Foundation
- Trinity Financial
- TAG Associates
- Corcoran Jennison Companies
- Related Midwest
- Just-A-Start Corporation
- Jewish Community Housing for the Elderly
- Pennrose Development
- Struever Bros., Eccles & Rouse
- Alexandria Housing Development Corp.
- Pennsylvania Housing Finance Agency
- Connecticut Housing Finance Authority
- East Lake Management & Development Corporation
- Gilmore Kean LLC
- East Capitol View CDC
- Mission First Development

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The following is a list of HOU's past and current projects.

Relocation Consultation and Implementation

HOU plans and carries out the relocation of residents who must move temporarily or permanently as a result of a change in ownership or the renovation of a property. It is our mission to ensure that residents are treated fairly and experience minimum physical and emotional stress during the relocation process. We have provided relocation services and all needed technical assistance as part of larger resident service programs as well as under independent contracts. HOU has permanently relocated over 16,000 households in connection with major revitalization efforts at the following developments:

• Clippership Apartments (Boston, MA)	(20 units)	2017-present
• Old Colony Phase III (Boston, MA)	(455 units)	2017-present
• Whittier Street CNI (Boston, MA)	(200 units)	2016-present
• Marble Street Apts. (Springfield, MA) (●)	(47 units)	2016-present
• Clarendon Hill (Somerville, MA)	(216 units)	2016-present
• Innes Apartments (Chelsea, MA)	(96 units)	2016-present
• Charlestown (Boston, MA)	(1,100 units)	2016-present
• Orient Heights (Boston, MA)	(331 units)	2016-present
• Sursum Corda (Washington, DC)	(199 units)	2015-present
• Hale/Shiloh (Cincinnati, OH)	(25 units)	2016-2017
• Randolph Houses (Harlem, NY)	(115 units)	2015-2016
• Riverside Apartments, Ansonia, CT	(56 units)	2015-2016
• John Knox Homes, Neptune, NJ	(50 units)	2013-2016
• Park Holm, Newport, RI	(45 units)	2013
• Houston Housing Authority, Houston, TX	(authority-wide)	2012-2014
• Mass Place, Washington, DC	(160 units)	2013
• Sanderson Village, Gulfport, MS	(80 units)	2013
• Charlesview Apartments, Allston, MA	(213 units)	2012-2013
• Westbrook Village & Chester Bowles Park	(350 units)	2012-2013
• Neighborhood Renaissance, Inc. West Palm Beach, FL	(15 units)	2012
• Old Colony Phase Two, Boston, MA	(224 units)	2011-2016
• Old Colony Phase One, Boston, MA	(150 units)	2009-2012
• Washington Beech, Boston, MA***	(255 units)	2008-2012
• Rutland Housing Authority, Rutland, VT (●)	(citywide)	2010-2011
• William T. Rowe Apts, New Haven, CT	(50 units)	2010-2011
• CIH Properties, Washington, DC****		2010-2011
• Hoffman Pavilion, New Brunswick, NJ	(44 units)	2010-2011
• Oak Ridge, Tarpon Springs, FL	(14 units)	2010-2011
• Windham House, Willimantic, CT	(57 units)	2009-2011
• Baxter Terrace, Newark, NJ	(323 units)	2008-2010
• Felix Fuld, Newark, NJ	(206 units)	2008-2010
• Shoreline Apartments, Buffalo, NY(●)	(40 units)	2008-2010
• District Alliance for Safe Housing, Washington, DC	(51 units)	2008
• Alexander Hamilton, Paterson, NJ*	(314 units)	2007-2008

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• Temple Courts, Washington, DC	(190 units)	2007-2008
• Langston Lane Apts., Washington, DC	(200 units)	2007-2008
• Knox St. Apartments, Albany, NY	(50 units)	2007
• SRO Housing, Easthampton, MA	(15 units)	2006-2008
• Franklin Hill, Boston, MA	(340 units)	2005-2010
• Golden Rule Center, Washington, DC	(27 units)	2005-2008
• Oak St. and Stadium, Washington, DC *	(44 units)	2005-2008
• Blanche Ely Estates, Pompano, FL	(90 units)	2005-2007
• Mon Valley Initiative, Mon Valley, PA	(regional)	2004-2007
• New Haven Housing Authority, CT	(40 units)	2004-2005
• Jasmine Courts, Clearwater, FL	(200 units)	2004-2005
• Dutch Point, Hartford, CT***	(150 units)	2004-2005
• Crystal Lake, Hollywood, FL	(200 units)	2005
• Salem Harbor CDC, Salem, MA(●)	(60 units)	2004
• Maclay Apartments, Harrisburg, PA	(137 units)	2003-2004
• Columbia Villa, Portland, OR(●)	(400 units)	2003-2004***
• SANA/NHAH, Hartford, CT	(337 units)	2003-2004
• Maverick Gardens, Boston, MA***	(382+ units)	2002-2006
• Easter Hill, Richmond, CA***	(189 units)	2002-2003
• Rainbow Terrace, Cleveland, OH	(265 units)	2001-2003
• Pequonnock Apartments, Bridgeport, CT**	(189 units)	2001-2002
• Rainier Vista, Seattle, WA***	(290 units)	2000-2002
• Washington, DC Relocation (DCHA)		1999-2010
➤ East Capitol Dwellings***	(725 units)*	
➤ Capitol View Senior Relocation	(218 units)	
➤ Capitol Gateway Senior Re-Occupancy	(151 units)	
➤ Capitol Gateway Family Re-Occupancy		
➤ Stanton Dwellings***	(352 units)*	
➤ Henson Ridge Re-Occupancy Phase I Rental	(84 units)	
• Henson Ridge Re-Occupancy Homeownership		
• Henson Ridge Re-Occupancy Phase II Rental		
• Arthur Capper Carrollsburg*** (Phases I-III)	(405 units)*	
• Arthur Capper Senior	(200 units)	
• Elm Haven, New Haven, CT***	(165 units)	1999-2002
• Morgan State University, Baltimore, MD	(168 units)	1999-2000
• Southfield Village, Stamford, CT***	(224 units)	1998-2006
• Allequippa Terrace, Pittsburgh, PA***	(800+ units)	1997-2002
• Villages at Marley Station, Glen Burnie, MD	(290 units)	1995-1996
• Orient Heights, East Boston, MA	(220 units)	1991-1993
• West Broadway, South Boston, MA	(50 units)	1989-1990
• Harbor Point, Boston, MA	(356 units)	1988-1990
• Villages at Montpelier, Laurel, MD	(100 units)	1982-1983

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- Quaker Meadows, Lynn, MA (90 units) 1981-1982
- *Includes conducting Section 8 HQS inspections
- **Includes the administration of 189 HCVP vouchers
- ***Hope VI Developments
- ****Relocation mobility counseling on as-needed basis
- (●)Technical assistance only

Experience Implementing Large, Short-Term Relocation and Occupied Rehab Programs under Strict Timeframes

For developments undertaking unit renovations, HOU has facilitated temporary on- or off-site relocation as well as worked with households experiencing “tenant-in-place” unit renovations. HOU has conducted relocation surveys with impacted households; undertaken advance planning for households with special needs; worked closely with construction and management in developing and implementing a relocation schedule; identified off-site temporary relocation units and ensured uninterrupted social service provision to households while temporarily relocated. HOU has been involved in temporary relocation or occupied rehab at the following sites:

- Southeast Towers (Rochester, NY) (376 units) 2018-present
- The Carlin (Arlington, VA) (162 units) 2018-present
- 316 Park Terrace (Hartford, CT) (24 units) 2018-present
- Park Terrace II (Hartford, CT) (68 units) 2018-present
- Colonial Village West (Arlington VA) (70 units) 2018-present
- Mark Twain Hotel (Chicago, IL) (128 units) 2018-present
- Amory Street (Boston, MA) (200 units) 2018-present
- Takoma Place Apts. (Washington, DC) (80 units) 2018-present
- Westbrook Village (Hartford, CT) (90 units) 2017-present
- Wellington Community (Worcester, MA) 2017-present
- Lenox Apartments (Boston, MA) (285 units) 2017-present
- Camden Apartments (Boston, MA) (72 units) 2017-present
- Lafayette Apartments (Alexandria, VA) (77 units) 2017-present
- Hedin House (Washington, DC) (48 units) 2017-present
- York Street (Hartford, CT) (9 units) 2017-present
- Brookpark Place (Wheeling, WV) (151 units) 2017-present
- Housing Authority of Cook County
RAD Relocation (Chicago, IL) 2017-present
 - Turlington West (150 units)
 - Edward Brown (225 units)
 - Juniper Tower (106 units)
 - Golden Towers I & II (10 units)
 - Richard Flowers Home (8 units)
- Village Center (Detroit, MI) (254 units) 2017-present
- Burton Place (Burton, MI) (200 units) 2017-present
- Prospect Heights I (Pawtucket, RI) (101 units) 2017-present
- Coulter Court (Aurora, IL) (38 units) 2017-present
- Berkeley I & II (Arlington, VA) (138 units) 2017-present
- Just-A-Start Scattered Sites (Cambridge, MA) (96 units) 2017-present
- Lyman Terrace II (Holyoke, MA) (72 units) 2017-present
- Benning Heights (Washington, DC) (148 units) 2017-present

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• Glen Arms (Washington, DC)	(64 units)	2017-present
• Commodore Place Apts. (Cleveland, OH)	(198 units)	2016-present
• Millport Phase II (New Canaan, CT)	(21 units)	2016-present
• Civic Towers (Miami, FL)	(196 units)	2016-present
• Crawford Square (Pittsburgh, PA)	(348 units)	2016-present
• TM Alexander (Miami, FL)	(151 units)	2016-present
• Golda Meir House (Newton, MA)	(199 units)	2016-present
• Jamaica Plain NDC Scattered Sites (Boston, MA)	(219 units)	2016-present
• Genesis House (Boston, MA)	(209 units)	2016-present
• Clarendon Court (Arlington, VA)	(103 units)	2015-present
• Cobbet Hills (Lynn, MA)	(125 units)	2015-present
• Lyman Terrace I (Holyoke, MA)	(88 units)	2015-present
• Art Place at Fort Totten (Washington, DC)	(100 units)	2014-present
• Parkside & Temple Pines (North Haven, CT)	(70 units)	2017
• Schoolhouse Apartments (Waterbury, CT)	(213 units)	2016-2018
• Belle Diamond (Norfolk, VA)	(128 units)	2016-2017
• Squire Village (Manchester, CT)	(374 units)	2016-2017
• Over the Rhine (Cincinnati, OH)	(39 units)	2016
• Cedars of Chili (Rochester, NY)	(320 units)	2015-2017
• Atlantic Terrace/Atlantic Gardens (Washington, DC)	(303 units)	2015-2017
• 402 Rindge Avenue (Cambridge, MA)	(273 units)	2015-2017
• Bridge over Troubled Waters (Boston, MA)		2015-2016
• Indian Trails (Malone, NY)	(128 units)	2015-2016
• Lincoln Woods (Lincoln, MA)	(125 units)	2015-2016
• Mill Valley (Amherst, MA)	(74 units)	2015-2016
• Kensington Square I (New Haven, CT)	(120 units)	2015-2016
• Marshall Field Gardens (Chicago, IL)	(628 units)	2015-2016
• King's Tower (Cincinnati, OH)	(34 units)	2015-2016
• Chauncy House (Boston, MA)	(88 units)	2015-2016
• 1315 Clifton Street (Washington, DC)	(31 units)	2015
• Warner/Davis Gardens I & II (Waterbury, CT)	(69 units)	2014-2017
• Leyden Woods (Greenfield, MA)	(200 units)	2014-2017
• Avondale Apartments (Cincinnati, OH)	(192 units)	2014-2016
• CommGlen (Allston, MA)	(235 units)	2014-2016
• Smith Towers (Hartford, CT)	(36 units)	2014-2016
• Marlborough Apartments (Baltimore, MD)	(227 units)	2014-2016
• Cornerstone Apartments (Chicago, IL)	(45 units)	2014-2015
• Watertown Crossings (Waterbury, CT)	(108 units)	2014-2015
• MD Fox Manor (Hartford, CT)	(100 units)	2014-2015
• Breslyn House (Philadelphia, PA)	(60 units)	2013-2015
• New England Center for Homeless Veterans (Boston, MA) (●)	(317 units)	2013-2014
• Historic South End Apartments (Boston, MA)	(146 units)	2013-2014
• Alexandria Housing Development Corp. (Alexandria, VA)	(119 units)	2013-2014

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• Dutton Heights (Bristol, CT)*	(84 units)	2012-2014
• Bayview Towers (Stamford, CT)	(200 units)	2012-2013
• St. Joseph's (New York City, NY) (●)	(54 units)	2013
• Horace Bushnell (Hartford, CT)	(35+ units)	2012-2013
• St. Stephens Terrace Apts. (Chicago, IL)	(261 units)	2011-2014
• Sigourney Mews, Hartford, CT (●)	(78 units)	2011-2012
• Huntington Woods (Bristol, CT)	(280 units)	2011-2012
• Mary Ellen McCormack (Boston, MA)		
Phase I	(804 units)	2009-2012
Phase II	(152 units)	2010-2012
• Gibson Plaza (Washington, DC)	(240 units)	2010-2011
• Briarcliff (New London, CT)	(125 units)	2010-2011
• Bateswoods (New London, CT)	(106 units)	2010-2011
• Fairhills (Richmond, VA)	(209 units)	2010-2011
• Charlestown (Boston, MA)		
Phase I	(839 units)	2009-2011
Phase II	(201 units)	2010-2011
• Golden Rule Apartments (Washington, DC)	(164 units)	2006-2008
• Vesta (Eastern CT)	(600 units)	2003-2005

Relocation Plans

A number of clients have sought HOU's expertise in drafting relocation plans to submit to their funders.

- McCormack Baron Salazar: Crawford Square (Pittsburgh, PA), Clarendon Court (Arlington, VA)
- Pennrose Properties: Crest Manor (Montgomery County, Maryland)
- Boston Housing Authority: Orient Heights (East Boston, MA), Whittier Street (Boston, MA), Old Colony Phase III (Boston, MA)
- Springfield Housing Authority: Marble Street Apts. (Springfield, MA)
- Security Properties: Glen Arms and Hedin House (Washington, DC)
- MED Development: 3500 Minnesota Avenue & 1741 28th Street (Washington, DC)
- Mid Bronx Desperadoes (MBD) Community Housing Corporation: 1490 Crotona Park East (New York, NY)
- Corcoran Jennison Companies & SunCal, Inc: Charlestown development (Boston, MA)
- Jonathan Rose Companies: Millport Apartments (New Canaan, CT), Squire Village (Manchester, CT)
- Preservation of Affordable Housing: Clarendon Hill (Somerville, MA)
- Retirement Housing Foundation: The Carlin Apartments (Arlington, VA)
- Just A Start Corporation: 402 Rindge Avenue (Cambridge, MA), Scattered Sites (Cambridge, MA)
- Beacon Community Services, LLC: Parkside Village I (Branford, CT), Camden Apartments (Boston, MA)
- Jewish Community Housing for the Elderly: Genesis House (Boston, MA), Golda Meir House (Newton, MA)
- Winn Development: Cedars of Chili (Chili, NY), Breslyn House (Philadelphia, PA), Huntington Woods (Bristol, CT), Watertown Crossings (Waterbury, CT), Atlantic Terrace & Atlantic Gardens (Washington, DC), Cobbet Hills Apartments (Lynn, MA), Schoolhouse Apartments
- The Community Builders: Amory Street Apartments (Boston, MA), Lyman Terrace I & Lyman Terrace II (Holyoke, MA), Coulter Court (Aurora, IL), Chauncy House (Boston, MA), Avondale

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Apartments (Cincinnati, OH), Historic South End Apartments (Boston, MA), Leyden Woods (Greenfield, MA)

- Pinck and Company: New England Center for Homeless Veterans (Boston, MA)
- Norwalk Housing Authority: Washington Village (Norwalk, CT)
- North Haven Housing Authority: Parkside Village and Temple Pines (North Haven, CT)
- Bridge Over Troubled Waters (Boston, MA)
- Topsfield Housing Authority: Littlebrook Village (Topsfield MA)
- Alexandria Housing Development Corporation: Trilogy (Alexandria, VA)
- PRC Group: John Knox Homes (Neptune, NJ)
- TAG Associates: Blanche Ely Estates (Pompano, FL)
- Houston Housing Authority: Wilmington House (Houston, TX)
- Carabetta Companies: Dutton Heights (Bristol, CT), Bateswoods & Briarcliff Apts. (New London, CT)
- NHP Foundation: Bayview Towers (Stamford, CT)
- Catholic Charities Progress of Peoples (POP): Caring Communities (New York, NY)
- South Mississippi Housing and Development Corporation: Sanderson Village (Gulfport, MS)
- Sheldon Oak Central, Inc.: Horace Bushnell (Hartford, CT)
- Vesta Corp.: Rainbow Terrace (Cleveland, OH)
- DASH Properties, LLC: 1835 3rd St NE
- Seattle Housing Authority: Rainier Vista (Seattle, WA)
- Portland Housing Authority: Columbia Villa (Portland, OR)
- Beacon/Corcoran-Jennison: Southfield Village (Stamford, CT)

CNI & HOPE VI CSS Planning, Implementation, and Evaluation

HOU has provided CNI and HOPE VI CSS planning, implementation, and evaluation services from application-writing through project completion. HOU first provided HOPE VI-related planning assistance for the Indianapolis Housing Authority in 1994. Since then, HOU has developed HUD-approved CSS Workplans for 6 redevelopment efforts. HOU has also written the CSS portion of the successfully funded HOPE VI application for Southfield Village, collaborated on HOPE VI applications in Yonkers, NY and Chicago Heights, IL and served as the HOPE VI evaluator in Danville, VA. HOU has also provided customized training, capacity building and fundraising services for HOPE VI resident councils.

HOU has provided CSS implementation, including case management and family self-sufficiency support, Section 3 compliance programs; neighborhood economic development, fundraising and coordinating/monitoring service providers, at the following CNI/HOPE VI developments:

- Ledbetter, Allandale and West Edge Shreveport CNI, Shreveport, LA 2016-present
- Sparkman Homes CNI, Huntsville, AL 2016-present
- Washington Village CNI, Norwalk, CT 2014-present
- Ellen Wilson to Town Homes on Capitol Hill, Washington, DC 1999-present
- Allequippa Terrace to Oak Hill Apartments, Pittsburgh, PA 1996-present
- Chester Housing Authority, Chester, PA 2010
- Washington Beech to Washington Beech Gardens, Boston, MA 2008-2013
- Manchester, Manchester PA 2007-2008
- Wheeler Creek, Washington, DC 2006-2011
- Henson Ridge, Washington, DC 2006-2010

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- Maverick Gardens to Maverick Landing, Boston, MA 2005-2006
- The Townes at the Terraces, Baltimore, MD 2004-2005
- Liberty View to Fairview Hills, Danville, VA 2002-2008
- Arthur Capper/Carrollsbury, Washington, DC 2002
- Shore Park/Shore Terrace, Atlantic City, NJ 2002
- Rockwell Gardens, Chicago, IL 2001-2002
- East Capitol Dwellings, Washington, DC 2001-2002
- Broadway Homes to Broadway Overlook, Baltimore, MD 2000-2005
- Elm Haven to Monterey Apartments, New Haven, CT 1998-2003
- Southfield Village to Southwood Square, Stamford, CT 1997-2009
- Concord Village/Eagle Creek, Indianapolis, IN 1994

On-Site Case Management and Resident Services In Multifamily and Elderly Mixed-Income and Tax Credit Housing

HOU works in cooperation with management and residents to address community issues and lease violations in order to improve residents' quality of life and prevent unnecessary evictions. On-site resident service coordination encompasses the development, coordination and monitoring of educational and recreational programs for youth and/or the elderly, access to jobs and training programs, and systems for responding to management referrals.

- Charlestown Youth Outreach (479 units) 2017-present
- Silver Spring Library Residential Program, Silver Spring, MD (129 units) 2015-present
- Ranier Manor, Mt. Rainer, MD (100 units) 2014-present
- Corcoran Jennison Elderly Sites, Greater Boston, MA (8 sites) 2012-present
- Lime Kiln Manor, Mt. Pocono, PA (40 units) 2010-present
- Park Morton, Washington, DC (159 units) 2010-present
- Temple Courts, Washington, DC (190 units) 2007-present
- Harbor Point, Boston, MA (1,283 units) 1984-present
- Villages at Marley Station, Glen Burnie, MD (757 units) 1996-2014
- Old Town Commons, Alexandria, VA (150 units) 2012-2014
- Healthy Section 8 and Affordable Housing Demonstration Project, Boston, MA (75 units) 2010-2012
- Pittsburgh Housing Authority Healthy Homes (citywide) 2008-2009
- National Temple III, Philadelphia, PA (126 units) 2004-2006
- Riverfront Townhomes, Baltimore, MD (126 units) 2001-2007
- Townes at the Terraces, Baltimore, MD (220 units) 2004-2005
- Residences at Governor's Square, Harrisburg, PA (137 units) 2003-2012
- Hilltop, Duquesne, PA (152 units) 2003-2010
- SANA Apartments, Hartford, CT (269 units) 2003-2005
- Southford Park, Waterbury, CT (212 units) 2003-2004
- Redstone Apartments, Bristol, CT (132 units) 2003-2004
- Greenspring Overlook, Baltimore, MD (189 units) 2002-2004
- Hilltop Village, Jacksonville, FL (200 units) 2001-2006
- Hillside Park Apartments, Baltimore, MD (94 units) 2001-2004

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- Circle Terrace Apartments, Landsdowne, MD (303 units) 2000-2010
- Bay Ridge Gardens, Annapolis, MD (198 units) 2000-2010
- Kingsley Park Apartments, Baltimore County, MD (312 units) 2000-2003
- Autumn Woods Apartments, Bladensburg, MD (366 units) 2000-2004
- Mandela Homes, Boston, MA (276 units) 1999-2001
- Bridlepath Apartments, Randolph, MA (104 units) 1993-1997
- Queen Anne's Gate, Weymouth, MA (590 units) 1985-2002
- Ramblewood Apartments, Holbrook, MA (308 units) 1987-2002
- Quaker Meadows, Lynn, MA (101 units) 1983-1984
- Villages at Montpelier, Laurel, MD (520 units) 1980-2000
- King's Lynne, Lynn, MA (441 units) 1976-1977

Section 3 and M/WBE Compliance Programs Oversight

HOU has a strong track record of hiring and training low-income residents and developing Section 3 and M/WBE compliance programs for developers and housing authorities. HOU has coordinated Section 3 employment programs at three HOPE VI sites and has been recognized with a 1999 HUD Best Practice Award for resident employment efforts at Allequippa Terrace in Pittsburgh, PA.

- Allequippa Terrace to Oak Hill Apartments, Pittsburgh, PA 1996-present
- Elm Haven to Monterey Apartments, New Haven, CT 1998-2003
- Southfield Village to Southwood Square, Stamford, CT 1997-2009

Housing Quality Standards (HQS) Certification

A number of HOU Relocation staff are certified to perform HQS inspections of Housing Choice Voucher Program (HCVP) and Moderate Rehabilitation Program units and perform HQS inspections for relocation contracts. HOU's ability to conduct HQS inspections has expedited the lease-up process, and the relocation of households from projects slated for redevelopment.

Social Service Needs Assessment and Program Evaluation

HOU has provided social service needs assessment and program evaluation at sites where it is the resident service provider as well as under independent contracts. HOU staff have assisted residents, ownership and developers in evaluating existing social service providers and creating a plan for community center programming that best suits residents' needs. HOU has provided social service program evaluation and community center planning at the following sites:

- Chicago Housing Authority family and elderly developments--2,400 units (Chicago, IL)
- Chester Towers (Chester, PA)*
- Liberty View/Fairview Hills (Danville, VA)*
- Harbor Point Apartments (Boston, MA)
- Southfield Village/Southwood Square (Stamford, CT)*
- Allequippa Terrace/Oak Hill (Pittsburgh, PA)*
- Broadway Homes/Broadway Overlook (Baltimore, MD)*
- Townhomes on Capitol Hill (Washington, DC)*
- Bay Ridge Apartments (Annapolis, MD)
- Villages at Marley Station (Glen Burnie, MD)
- Circle Terrace (Baltimore County, MD)

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- Autumn Woods (Bladensburg, MD)
- Hilltop Village (Jacksonville, FL)
- *HOPE VI developments

Elderly/Disabled Service Coordination

HOU has experience operating specialized human service programs designed to meet the needs of low-income elders, adults with mental and physical disabilities as well as substance abusing populations and the mentally ill. HOU coordinated with management at various sites to provide supportive services for the elderly and disabled including social service and health-related referrals, recreational activities, and assistance with lease compliance issues. In its work at these sites, HOU was actively involved in helping residents with “aging in place”, mental health, substance abuse and financial assistance issues. HOU’s existing staff includes individuals with extensive experience serving each of these populations.

• Ranier Manor, Mt. Rainer, MD	(100 units)	2014-present
• Harbor Point, Boston, MA	(1,283 units)	1998-present
• Keystone Apartments, Boston, MA	(228 units)	1994-2002
• Savin Hill Apartments, Boston, MA	(132 units)	1994-2002
• Cobble Hill Apartments, Somerville, MA	(224 units)	1994-2002
• Millbrook Square Apartments, Arlington, MA	(146 units)	1994-2002
• Salem Heights Apartments, Salem, MA	(284 units)	1994-2002
• Villages At Fawcett’s Pond, Hyannis, MA	(100 units)	1994-2002
• Westborough Country Village, Westborough, MA	(87 units)	1994-2002

Training and Consulting

HOU shares its expertise through training sessions and consulting assistance with a diverse client base that includes resident organizations, management companies, developers, housing authorities, foundations and other service coordinators. HOU staff has conducted Resident Service Coordinator/Case Manager training sessions, resident council capacity building and provided independent assessments of resident service needs and resources at subsidized housing developments. David Connelly and HOU staff have also given numerous industry lectures:

- Carabetta Organization
- Westminster Management Company
- Millennia Development Corporation
- EYA
- Gleichman & Company, Inc.
- NHP Management Company
- Lake County Housing Authority (IL)
- The Enterprise Foundation
- The Housing in Society Trust
- National Housing and Rehabilitation Association
- New England Association of Assisted Housing Managers
- Maryland Office of Community Development
- Shore Park/Shore Terrace HOPE VI Resident Consultative Group*
- Elm Haven Resident Council (Elm Haven Apartments/Monterey Place Apartments)*
- Southfield Village Resident Council (Southfield Village/Southwood Square)*

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- Columbia Point Community Task Force (Columbia Point/Harbor Point)
- Hope Village, Inc. (Broadway Homes/Broadway Overlook)*
- District of Columbia Housing Enterprises at Henson Ridge* and Wheeler Creek*
- Northeast Resident Service Coordinator Conference (May 2000)
- The NHP Foundation (October 2000)
- HUD HOPE VI Conference (November 2000)
- HUD HOPE VI Conference (March 2002)
- Housing Development Law Institute Annual Conference (April 2002)
- American Association of Service Coordinators (October 2003)
- Pennsylvania Housing Finance Agency Conference (June 2004)
- National Housing & Rehabilitation Agency Conference (August 2005)
- Pennsylvania Housing Finance Agency Commonwealth Housing Forum (April 2007)

*HOPE VI developments