

## Skyland Apartments

March 1 - September 30, 2024

### Schedule of Resident Engagement Memo

#### Overview

March through September 30, 2024 engagement efforts focused on several objectives:

- Continue discussing proposed design and programming elements with residents while soliciting key feedback from residents to help inform and improve the development plan
- Increase resident participation via the Skyland Action Team (SAT) and other resident engagement mechanisms
- Engage ANC 8B in dialogue, with the goal of soliciting support for the project
- Launch the project website with FAQS: [Home | Skyland Reimagined \(reimagineskyland.org\)](#) (285 visitors to website since launching)

#### Design-Focused Programming

To foster more informed engagement and feedback, Enterprise Community Development (ECD) provides design-focused programming to residents so they can experience elements of the concept plans first-hand and gain a better understanding of the development process. ECD has walked residents through the illustrative concept drawings many times, at various meetings, to help them visualize the proposed improvements to Skyland Apartments. At every design-focused meeting, ECD emphasizes that the design plans are merely “concept plans.” ECD continues to encourage residents to stay engaged and provide feedback while plans are still in the concept phase.

Most residents are optimistic and welcome the proposed changes regularly providing feedback on the proposed design and programming elements. This feedback has been discussed in partnership with the design team and, when possible, incorporated into the final design scheme. ECD communicates regularly and responds quickly to any concerns residents raise, publishing all answers to frequently asked questions on the Reimagineskyland.org site. Other design-related concerns are seriously discussed and considered during design meetings.

Outreach methods used to invite residents to design-focused programming are diverse in order to reach as many residents as possible. These methods include:

- **Seasonal newsletters:** Distributed quarterly, these newsletters provide updates on the project, upcoming meetings/events, and ways residents can get involved.
- **Flyers:** Posted in common areas and distributed door-to-door by the property management as well as Skyland Action Team (SAT), flyers highlight key events and important dates.

- **Texts, and phone calls:** Personalized messages and calls ensure residents receive timely reminders.
- **WhatsApp messages:** Leveraging the popular messaging app, our team sends updates and reminders to those who prefer this digital communication App.
- **Emails:** Detail emails provide comprehensive information about meetings, updates, and ways to provide feedback.
- **Door-to-door outreach:** Our team, SAT and volunteers visit residents personally to ensure they are informed and can ask questions face to face.
- **Word of mouth:** Encouraging residents to share information with their neighbors helps spread the word organically within the community.

### **Key Feedback Gathered To Date**

Through a range of design-focused engagement activities, and other meeting opportunities, Skyland residents have had the opportunity to work with both ECD and its design team to envision a better-designed with healthier living spaces, modern amenities, improve accessibility for people with disabilities, energy-efficient buildings and enhanced safety measures for the community.

Throughout this process, residents have shared their observations on existing conditions and offered valuable ideas and concerns to help shape the new design. Key feedback includes:

- Process/History of Development
  - Some residents are concerned about the pace of project development, initial approvals, and engagement of the Tenant Association.
- Building Amenities:
  - Residents expressed interest in having an exercise space.
  - Closet and storage space is important to residents.
  - A Balcony space is an important amenity for some residents.
  - Interested in learning more about the mail and package collection system in the new development.
- Site Considerations:
  - Residents expressed concerns about the location of the senior building due to high activity on Good Hope Road.
  - Concern regarding the fee simple townhomes to be built in phase 3 at 24th Street. 24th street has high activity from the adjacent community which could affect sales.
  - Parking ratio for senior and multifamily buildings.
- Unit Interiors:
  - Concern about noise between units.
  - Concern about smaller living rooms (compensated by larger kitchens), and lack of space for a dining table in the kitchen due to the large kitchen island.

- Landscape:
  - Majority of seniors take care of lawns and gardens and take pride in their homes/gardens. Asked if we can consider adding bungalow style units for rent with a walkout and garden area.
  - Concern that some trees are not in a good condition. Asked to check with the design team, tree conditions were checked during the study.
- Rent/Utility Expenses, Relocation, and Right To Return:
  - Concern about water and electricity cost increases due to personal laundry and centralized A/C and heating.
- Security:
  - Interest in what parking security will look like.
  - Interest in plans to improve overall security for the property.
  - Residents are interested to know what are the plans to improve overall security for the property

#### **March 1 - September 29, 2024 Design-Focused Programming:**

- **1/18/2024 - 3/15/2024:** Property-wide survey provided to all residents. All residents were offered one-on-one assistance. Survey focused on residents' in-unit, site, and community needs and priorities.
- **4/22/2024:** Introduce Skyland Redevelopment Concept Plan to Skyland Action Team (SAT)
- **5/2/2024:** Introduce Skyland Redevelopment Concept Plan to Full Skyland Community
- **7/22/2024:** Property-Wide Development Design Presentation #1 (Topic: Unit Design and Aging in Place)
- **8/3/2024:** Property-Wide Bus Tour of ECD New Construction Properties
- **9/23//2024:** Property-Wide Design/Development Presentation #2 (*Topic: Amenities, Site Design, and Security*)
- **10/21/2024:** Property-Wide Design/Development Presentation #3 (*Topics: Phasing & Relocation*)

#### **Skyland Resident Engagement**

##### **1. Skyland Action Team**

The Skyland Action Team (SAT), is an informal group organized by ECD, consisting of residents who regularly meet with the project managers and other ECD representatives. These meetings keep SAT members updated on the development process and allow them to provide feedback on the concept development plans. SAT members also assist ECD by encouraging other residents to attend meetings and community events. The SAT meets every three weeks and is compensated for their time and any outreach efforts. The SAT currently consists of (4) core members; with additional

residents attending occasional meetings or expressing interest in joining the SAT on an ongoing basis.

Outreach methods used to invite residents to SAT meetings include flyers, texts, phone calls, WhatsApp, emails, and word of mouth.

See *Exhibit A*, SAT Agenda Items and Select Meeting Notes, to review what was discussed at SAT meetings.

## **2. Quarterly Community Meetings**

The ECD Property Operations Team hosts quarterly meetings with the entire community to share updates on property management, development, and resident engagement. The Skyland development team always attends these meetings to provide relevant development-focused updates, respond to questions, collect feedback, and provide additional information and resources when needed. An average of 20 residents attend quarterly community meetings.

Outreach methods used to invite residents to Quarterly meetings include seasonal newsletters, flyers, texts, phone calls, WhatsApp, emails, and word of mouth.

See *Exhibit B*, Quarterly Community Meeting Development Agenda Items and Select Meeting Notes, to review what the development team discussed at the community meetings.

### **Skyland Community Quarterly Meetings:**

- February 29, 2024
- May 2, 2024
- August 1, 2024
- October 24, 2024

## **3. Community Events**

With assistance from Brick and Story, ECD hosts seasonal community-building activities to foster connection and communication among residents. These events provide the development team with opportunities to meet new residents, discuss the development process, answer questions, receive feedback, distribute up-to-date information materials and collect contact information to help residents stay informed and engaged in the development process.

Outreach methods used to invite residents to Community Events include seasonal newsletters, flyers, texts, phone calls, WhatsApp, emails, and word of mouth.

### **Skyland Quarterly Community Events:**

- **January 22, 2024:** Winter Game Night - canceled due to inclement weather.

- **May 8, 2024:** Spring Plant Pop-Up - residents received free plants and herbs in exchange for contact information and opportunity to engage with the development team.
- **August 27, 2024:** Summer Celebration/Back-to-School/Income Certification Assistance - *rescheduled for Fall.*
- **October 26, 2024:** Fall Celebration at Skyland.

#### 4. Tenant Association

The Skyland Tenant Association (TA) is a formal tenant-led organization with rights and responsibility, serving as the official voice of the community when in good standing. As of March 7, 2024, ECD was notified that the Skyland Tenant Association is non-compliant due to lack of officers or resident participation moving away from the community. ECD has reached out to the TA's acting president, the TA's legal counsel, and the Housing Counseling Services of Washington D.C. on many occasions in order to connect interested residents with the appropriate contact and support needed in order to reinstate the Skyland TA. Additionally, ECD holds a bi-monthly TA check-in meeting. No one has attended a meeting since March 7, 2024.

#### Skyland Tenant Association Meetings:

- 1/2024
- 3/7/2024
- 5/2/2024
- 7/11/2024
- 9/5/2024
- 11/7/2024

#### ANC Engagement

ECD has maintained ongoing engagement with ANC 8B, including meeting and presenting project updates at their regular monthly meetings since June 2024. Our relationship with ANC 8B has continued to grow as we continue to share our design concepts, engagement efforts, residents feedback, and challenges and opportunities we encounter in the process. The ANC has also posed questions to ECD regarding current property management concerns and clarity around resident-focused issues such as TOPA. ECD has provided clear communication and responses to the ANC to address their concerns.

In addition to attendance at the ANC's monthly meetings, we have also extended invitations to them to attend any of the Skyland Action Team or Skyland Community meetings and other resident activities, including the Summer bus tour.

In Fall 2024, ECD will also engage, as a courtesy, ANC 8A, which is immediately adjacent to the Skyland Apartments site.

See *Exhibit C*, ANC Presentations, to review the ECD presentations to the ANC.

### **ANC Engagement:**

- **5/22/2024:** Introduced ANC 8B Executive Committee to Skyland Redevelopment Concept Plans, obtained ANC concerns and priorities and responded in email to ANC committee feedback.
- **7/16/2024:** Met with full ANC council to request support for Map Amendment Application and share full presentation of concept plans.
- **8/20/2024:** Met with full ANC council to follow-up on questions asked at previous meeting; provide update to council; and request support for Map Amendment Application.
- **9/17/2024:** *Canceled due to protest.* Provide an update to the full ANC council via email (update on concept design, resident feedback, and Tenant Association) and request support for Map Amendment Application.
- **10/15/2024 or 11/19:** Projected vote date for ANC's formal support.

### **Development Website and FAQs**

**Reimagineskland.org** is the public landing page for all development-focused information material. The ECD development team has full control over the content, ensuring that the information provided is uncompromised by any other party. ECD frequently updates the page with relevant materials related to the development process. Both residents and members of the public may access previous meeting slides, recorded videos, and keep track of upcoming events.

In addition to these resources, the website features a section for frequently asked questions (FAQs) where visitors can find answers to common queries about the development. There is also a feedback form that allows residents and the public to submit their comments, suggestions, and concerns directly to the ECD team. This ensures continuous engagement and transparency throughout the development process. Furthermore, the site includes a calendar of events, highlighting important dates for community meetings, engagement activities, and other relevant events. By providing these comprehensive resources, **Reimagineskland.org** serves as a central hub for all stakeholders to stay informed and involved in the transformation of Skyland.

# **EXHIBIT A**

# SKYLAND REIMAGINED

Skyland Action Team

Interest Call

March 23, 2024



# AGENDA

1. Who Are We and What is Our Role
2. Skyland Reimagined
3. What is the Skyland Action Team?
4. Roles and Responsibilities
5. Meetings and Events
6. Next Steps
7. Q&A

# ABOUT ENTERPRISE

## Where We Work

Mid-Atlantic Region

## Our Expertise

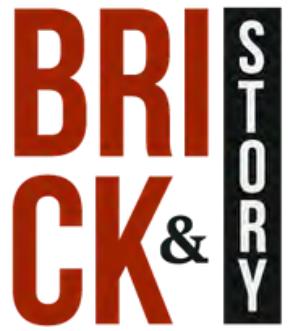
Builds, preserves, and operates affordable homes to uplift communities.

## Our Role in Skyland

We want to retain long-term affordability for the property, ensure long-term security and stability for the residents, develop and implement community development programs and resources,



# ABOUT BRICK & STORY



## Who We Are

DC-based consultancy focused on stakeholder engagement in the built environment

## Our Expertise

Engagement, communications, policy, planning, architecture, real estate development.

## Our Role in Skyland

We want to help Enterprise engage with you to create a Reimagined Skyland. We will look for every opportunity to build bridges between you and ECD, particularly through a “Resident Action Team” model to support resident engagement.

# SKYLAND REIMAGINED



- Create safe, modern, mixed-income rental and homeownership community that offers a healthy and safe community in Ward 8
- Create updated affordable housing opportunities for existing residents
- Create new housing opportunities for future residents looking to access affordable homeownership and rental opportunities

# SKYLAND RESIDENT ACTION TEAM

The Resident Action Team is a group of residents who regularly meet with the development team to stay informed and engaged in the redevelopment planning process. This team then communicates important messages to the fuller Skyland Community

Topics discussed during these meetings may include: unit and building design, common area amenities, safety security, temporary relocation.



# ROLES AND RESPONSIBILITIES

## Essential Duties and Responsibilities

- Establish trusting relationships with community members
- Participate in and connect community members to redevelopment engagement opportunities
- Promote high levels of community participation and leadership
- Participate actively in action team, be inclusive, open, and welcoming
- Attend meetings in-person or virtually



## Additional Duties and Responsibilities

- Demonstrate knowledge of available resources and share with information with residents
- Represent Skyland community to external stakeholders
- Use technology, as appropriate, to communicate information
- Support team in “all hands on“ events in the community



# MEETINGS AND EVENTS



We will determine the cadence of meetings with the action team but plan to meet **1-2 times a month, virtually and in-person to accommodate residents**



With residents, we will plan **quarterly all-resident events** to build community and connections

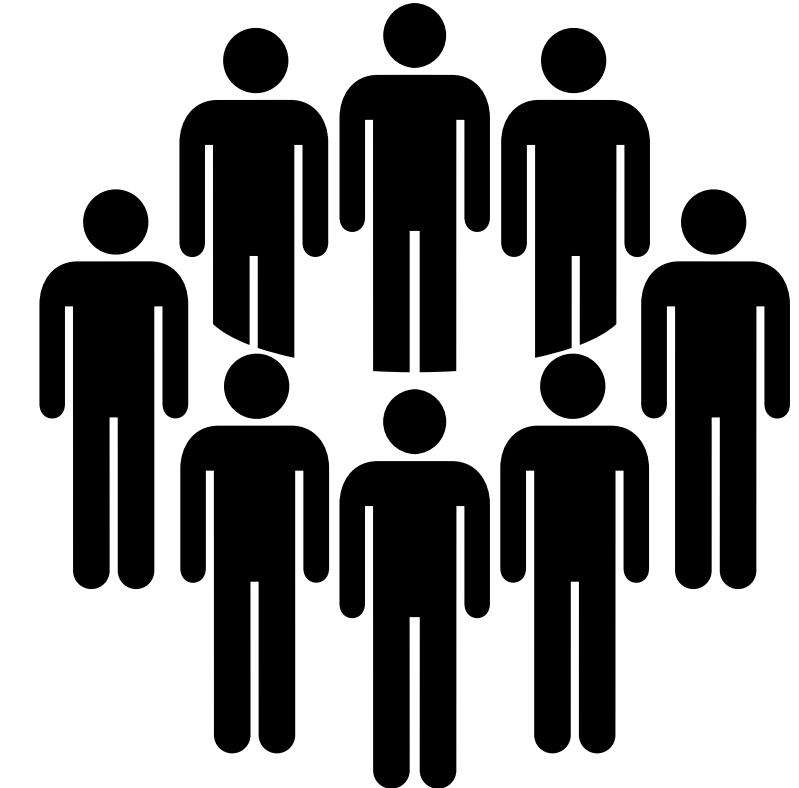
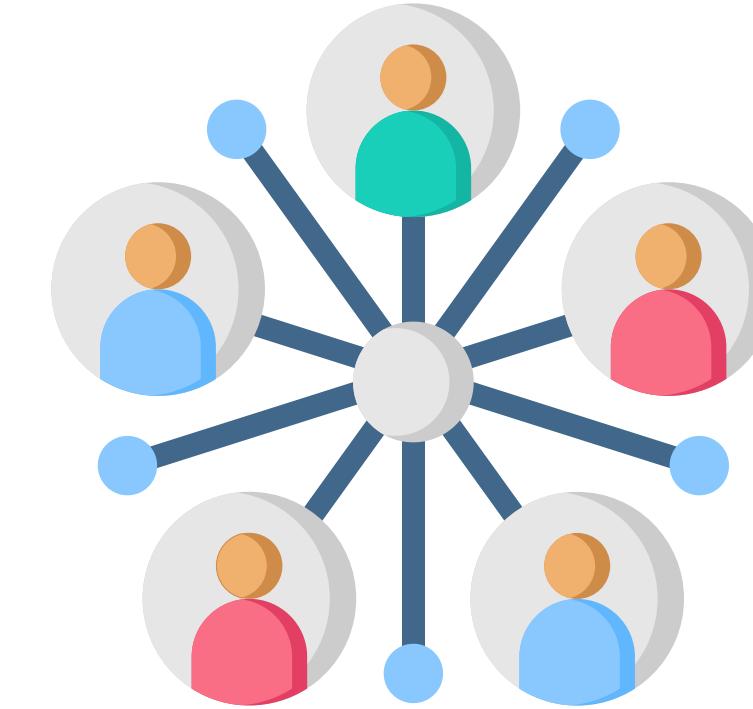
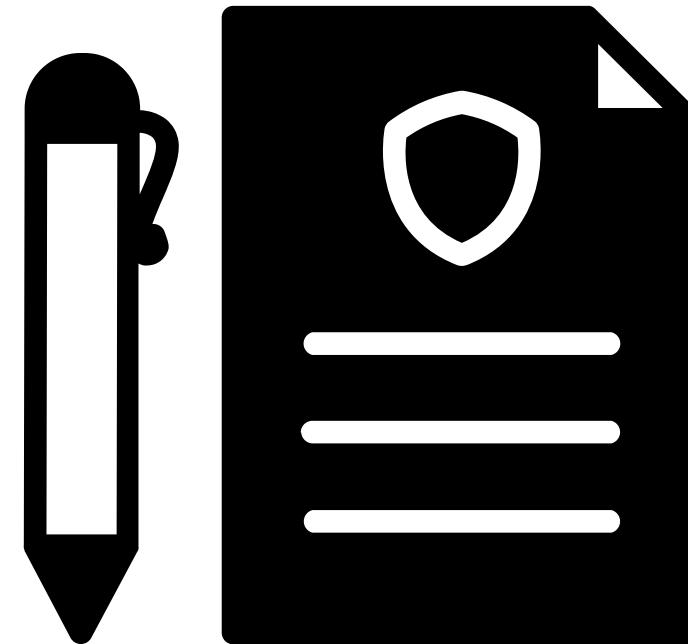


We invite resident ideas and support **resident-led engagement and initiatives**

# NEXT STEPS

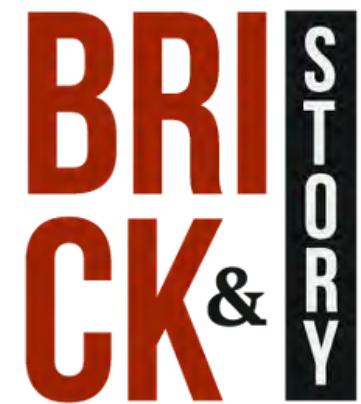
- Start the Map Amendment Process - an application to rezone property
- Partner with the residents through resident engagement and the Skyland Action Team to engage and keep the residents informed

If you are interested please send an email to **[skyland@ecdcommunities.org](mailto:skyland@ecdcommunities.org)**





# Thank you!



# Skyland Reimagined



# GREAT THINGS ABOUT SKYLAND PLACE

	Location		Affordability
	Neighbors		Property Management
	Trees and Green Space		Sense of Community
	Proximity to Schools/Metro/Transit		Other
	Unit Size		

# AREAS FOR IMPROVEMENT



Unit Design



Building Upkeep



Safety



Lighting



Parking



Green Space



Noise



Trash



Lack of Amenities



Heat/Air Conditioning Problems



Handicap Accessibility



Other

Rehab vs Redevelop

## Skyland Apartments

### Rehab Challenges

- Failing systems will require a full gut
- The units are small. Posing challenges to incorporate utility closets and sprinkler systems.
- Very High percentage of 1 bed units
- 20% grade drop posing challenges to provide ADA pathways
- 30+ heritage and special trees will limit the additions to existing buildings
- Relocation Challenges

## EXISTING CONDITIONS

# Site Conditions: Underground Utility Structure

### SKYLAND APARTMENTS



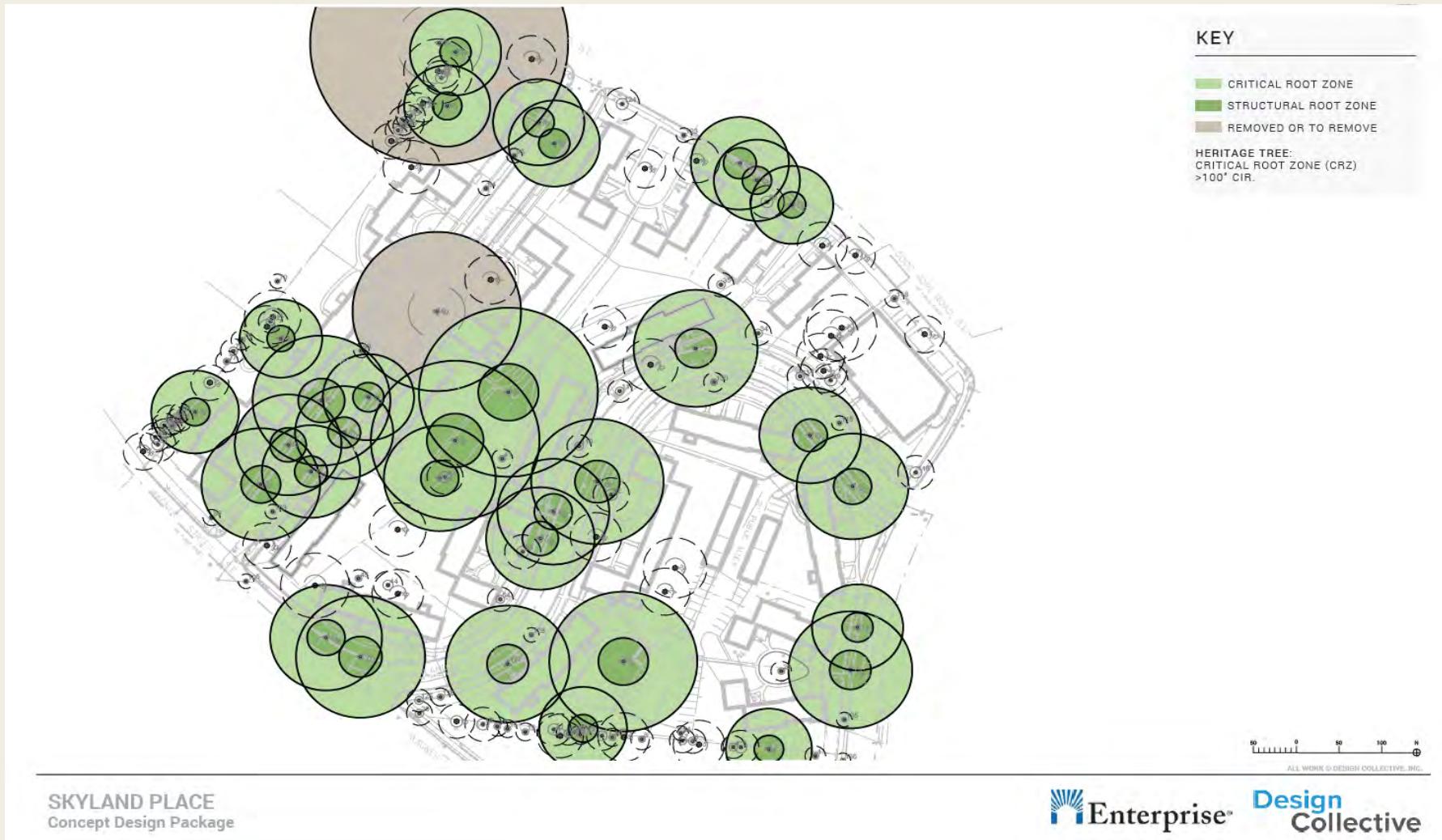
## EXISTING CONDITIONS

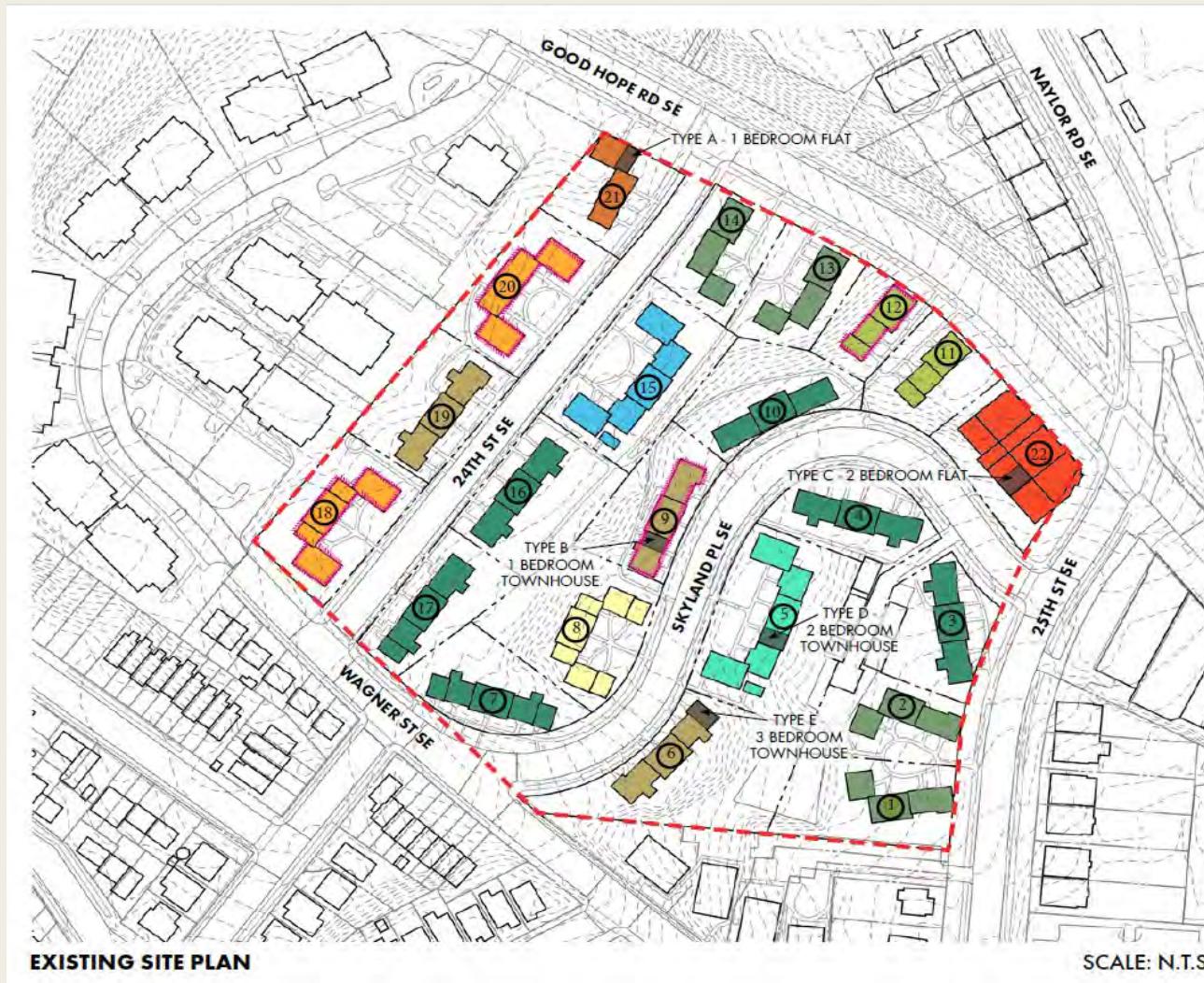
### Site Conditions: Topography Structure



## EXISTING CONDITIONS

### Site Conditions: Trees





## EXISTING SITE PLAN:

**Total Units: 224**

- Studio – (0)
- 1-bedrooms - (153)
- 2-bedrooms - (65)
- 3-bedrooms - (6)
- ADA compliant Units - (0)

**Street Parking only**



## KEY

PROPERTY BOUNDARY

- A MULTI-FAMILY BUILDING
- B MULTI-FAMILY BUILDING
- C MULTI-FAMILY BUILDING
- TH TOWNHOMES
- 1 CENTRAL OPEN SPACE
- 2 MAIL PAVILION

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ALL WORK © DESIGN COLLECTIVE, INC.

SKYLAND PLACE  
Concept Design Package

 Enterprise  Design Collective

416 mixed income units and  
28 homeownership townhomes



## KEY

- PROPERTY BOUNDARY
- PHASE 1 BOUNDARY
- PHASE 2 BOUNDARY
- PHASE 3 BOUNDARY
- A MULTI-FAMILY BUILDING
- B MULTI-FAMILY BUILDING

# Concept Site Plan: Phase 1



## Concept Site Plan: Phase 2



## KEY

	PROPERTY BOUNDARY
■	PHASE 1 BOUNDARY
■	PHASE 2 BOUNDARY
■	PHASE 3 BOUNDARY
● A	MULTI-FAMILY BUILDING
● B	MULTI-FAMILY BUILDING
● C	MULTI-FAMILY BUILDING
● TH	TOWNHOMES
1	CENTRAL OPEN SPACE
2	MAIL PAVILION

# Concept Site Plan: Phase 3



## 25<sup>th</sup> Street Entrance



## 25<sup>th</sup> Street View



## Central Open Space



Wagner & Skyland Place



View from Building A

# AMENITY OPTIONS



Fitness Center/Gym



Computer/Business Center



After School Activity Room



Resident Lounge/Media Center



Senior Wellness/Healthcare Center



On Site Day Care



Outdoor Community Garden



Playground/Outdoor Play Space



Other



# Q&A

THANK YOU!

**Reimagined Skyland  
Action Team Meeting  
May 28, 2024  
6:30-7:30 pm- Busboys & Poets Anacostia**

**Agenda**

Attended: Tiara (Skyland Resident), Marietzah (Skyland Resident), Khyati (Brick & Story), Yerodin (Brick & Story), Jenise (ECD)

Time	Activity	Notes	Next steps, if any
6:30	Welcome and Ice Breaker		
6:40	Welcome New Folks		
6:50	What is the SAT and what is expected?		
7:00	Summer event planning		
7:15	Recs for prospective members		
7:30	Next Steps (where and went we meet, bus tour, etc) and Closing		

**NOTES:**

Real Estate Dev

Asset Management

Resident Service

1. Icebreaker:
  - a. Tiara—has 2 kids (Jordan and Nala), single mom, works at East River as Family Support worker, has lived at Skyland for 3 years
  - b. Marietzah Smith—previously homeless (lived in a van), divorced, has 2 granddaughters, lost closest family members, now works at Fulbright Bank in corporate office; she is really concerned about her rent—she has been locked out of her account and can't pay rent because she has been on the waiting list for ERAP for a long time. She wants her account to be reopened so she can start making rental payments again but also asks for assistance b/c arrears are so high
2. Concerns:

- a. Unit 1906, Bldg 2334: pest infestation ("need more than just Raid"); hot water pressure; items not properly fixed when she calls maintenance; dog poop left on her yard; windows don't open properly. Resident just moved into new unit a year ago
- b. Unit 601; Bldg 2354: waterpooling in the ceiling; waterbugs throughout
- c. Customer service in leasing office: Mechelle and other managers seem to treat certain residents differently than others and Marietzah, in particular, feels targeted and mistreated. Says customer service is very bad (she doesn't get calls back or issues resolved). Taz has been an exception.
- d. Not all residents receive text notifications from Active Building, why?
- e. Send income certification to [smithmarietza1@gmail.com](mailto:smithmarietza1@gmail.com)
- f. Confirm in-person meeting space (prep for use and access?)

3. Suggestions:

- a. Install a gate to create a dog park; more enforcement of poop clean up needed; have landscaping maintenance pick up as needed
- b. Enforce pet policy
- c. Have a visual demonstration of who everyone is: Winn vs ECD vs B&S
- d. SAT members interested in bring income-increasing opportunities/trainings to the property
- e. Ideas for activities:
  - i. Bus tour = July/August with food and music (ECD to confirm dates and details)
  - ii. Music in the gardens
  - iii. Walking group
  - iv. Senior community field trips
  - v. Gardening club
  - vi. Coffee + breakfast for seniors
  - vii. Health + wellness circles

**Reimagined Skyland  
Action Team Meeting**  
**June 17, 2024**  
**6:00-7:30 pm**

**Agenda**

Expected residents: Kim Oliver, Amy Priggs, Tiara Peterson

Expected staff: Khyati, Yerodin

Attended: Kim, Amy, Cynthia, Yerodin and Khyati and Vincent and James and Martin (Enterprise)

Time	Activity	Notes	Next steps, if any
6:00	<b>Welcome and Ice Breaker</b>		
6:40	<b>What is SAT and what is expected?</b>		
6:50	<b>Summer Event Planning</b>		
7:00	<b>Recs for prospective members</b>		
7:30	<b>Next Steps and Closing</b>		

**NOTES:**

New & Good- all 3 residents shared upcoming travel. Vincent and Martin connected on a love for biking!

July Event Date: July 20th or 27th

Block party on 24th - is it possible to close off the street? Backup location: under the big tree in the middle (Moon bounce, book table, giving table, music, "grill off", bingo/corn hole, card table, connect 4, Jenga, Resource table, basketball)

Bus Tour - shared date and flyer coming soon

Dev Updates - didn't have much to share here but we responded to \*concerns and mentioned

August 1st meeting

Signatures In Future – conveyed

\*Concerns included increased rents, traffic on 24th, no longer having duplex and access to outdoors immediately, average mortgage exceeding expected lifetime; request for rental townhouses or tiny homes, TOPA rights.

**Reimagined Skyland  
Action Team Meeting  
July 15, 2024  
6:30-7:30 pm- VIRTUAL on Google Meet (in calendar invite)**

**Agenda**

Expected residents: Kim Oliver, Cynthia Pope, Amy Priggs, Denise, Vincent, Tiara Peterson (?)

Expected staff: Khyati, Alex, Karrima

Attended: Kim, Cynthia, Amy, Denise, Vincent

Time	Activity	Notes	Next steps, if any
6:30	<b>Welcome and Ice Breaker</b>		
6:40	<b>Development Updates</b>		
6:50	<b>Upcoming Events</b>		
7:00	<b>Action Team Tasks and Roles and Planning for Summer Celeb</b>		
7:30	<b>Wrap Up</b>		

**NOTES:**

Development Update:

- Next SAT Meeting on July 22 @ 6:30pm will be a Redevelopment-Focused Meeting with the Architect. Will be webinar style and will be recorded. Watch parties are encouraged. Topic: Unit Design and Aging in Place. This will be an opportunity for the Skyland Action Team to hear from the Architect, ask questions and give immediate feedback on the topic
- Help needed: SAT Members, please assist in reaching out to residents about the July 22<sup>nd</sup> meeting. Compensation will be provided.
- Bus Tour: August 1, Meet at 8:30am in front of leasing office, Bus will depart at 9am. We will be touring Metro Heights in Baltimore and Legacy at Twin Rivers in Columbia, MD
- There is an ANC community meeting on July 16 at 6:45pm which is open to all community members to attend. ECD will have a very short time to give a presentation about the Skyland reimagine redevelopment plans. We will be asking ANC to support the MAP amendment application
- A landing page that keeps record of all recorded meetings, FAQs, and ways to stay in touch with the development team will be live soon

Summer event

- We have enough children for age of bouncy house.
- Card table with spades
- Sno cones

50 Backpacks and supply list

- 100 expected
- Ms Oliver will ask library for book donation
- Giving table

**Reimagined Skyland  
Action Team Meeting  
September 9, 2024  
6:30-7:30 pm- In Person at Skyland**

**Agenda**

Expected residents: Kim Oliver, Cynthia Pope, Denise, Vincent, Mr. & Mrs. Rogers, Ms. Angie

Expected staff: Khyati

Attended: Kim Oliver, Vincent, Mr. & Mrs. Rogers, Ms. Angie

Time	Activity	Notes	Next steps, if any
6:30	<b>Welcome and Ice Breaker</b>		
6:40	<b>Development Updates</b>		
6:50	<b>Upcoming Events</b>		
7:00	<b>Action Team Tasks and Roles and Planning for Summer Celeb</b>		
7:30	<b>Wrap Up</b>		

**NOTES:**

Development Update

- Enterprise's Application for a Zoning Map Amendment for Skyland Apartments is still under review. Again, this application for a zoning map amendment is the first of many steps to begin any kind of redevelopment on the property. Specifically, the zoning change will allow ECD to add slightly more units to the property. The next step in this process is called "Set Down." The Set Down will take place on September 12. This is when the Office of Zoning determines that the application is complete and has met all requirements and is ready to go before council for a formal hearing. This hearing will be open to the public and will be the time when we share support letters from the residents, community members, and the ANC for the proposed plans. One of the most important things the Office of Zoning will look for is how resident ideas and concerns were taken into account. Please continue to share your thoughts and concerns with the

development team, attend SAT and community meetings, and refer to the Skyland Reimagine FAQs on the <https://www.reimagineskyland.org/> website. We will share a draft of the resident support letter in October, well in advance of the hearing date (will possibly be in December or January) to give residents enough time to ask more questions, give more feedback, and give us enough time to respond.

- ECD will host two more development-focused workshops on **September 23** and **October 21** to provide more information about the proposed concept plan, design, amenities, security features, and relocation. Thank you to all SAT members who can encourage their neighbors to attend. We also encourage watch parties. Feel free to watch together – we can send out snacks.
- ECD will continue to host SAT Action meetings until the map amendment application hearing giving residents time to engage with the development team. After the hearing, Enterprise Residential Service will slowly start to take over and offer support to residents who wish to build out community resources for Skyland residents (for example: Senior Tea, walking groups, training courses, activities for teens and youth, homebuying readiness workshops).
- The next two ANC meetings will be held on September 17, and October 15. ECD plans to attend the October 15 meeting. All residents are welcome and encouraged to attend. We will be asking the ANC to vote in favor of the zoning map amendment application at the October 15 meeting.

#### Property and Management Concerns:

- There is no communication from office
- Property management staff lie to residents
- Are we prepared for winter so the broken heaters problem doesn't happen again?
- Recertification information requested is very personal

#### Feedback for Development

- Will Rob Mazzucco from ECD security be there on 9/23?
- Location of senior building is critical for both safety and access
- How about a shuttle bus for seniors?
- Senior building entrance should not be on busy street
- Who will be moving in?
- Current challenges are from guests of residents

- Units on tour were small
- Storage units will be important
- Is it possible to have more 2BR/1BA units that are larger in size rather than 2BR/1BA?  
Residents will accommodate for this if it means having a larger unit size overall
- Architect meetings in person preferred
- What about washer dryer water bill
- Are gas stoves possible?
- Tree survey includes trees that aren't historical
- Individual cottages

# **EXHIBIT B**



# Skyland Reimagined

**Thursday, February 29, 2024**



# Zoom Webinar Participant Instructions

## Via Computer

- Enter questions in Q&A Box, **OR**
- Raise Hand to ask your question verbally (we will prompt you to unmute)

## Via Phone

- Star (\*) 9 - Toggle raise/ lower hand
- Star (\*) 6 - Toggle mute/ un-mute.



# Group Agreements

We agree to:



- One Mic
- Stepping Up, Stepping Back
- Respecting Others on the Call
- Exercising confidentiality regarding individual issues
- Listening to others with the goal of learning something new
- Being open to ideas and suggestions
- Coming with a solutions-oriented perspective



*How did you hear about this meeting? Let us know!*

#### **Via Phone**

- Star (\*) 9 - Toggle raise/ lower hand
- Star (\*) 6 - Toggle mute/ un-mute

#### **Via Zoom App**

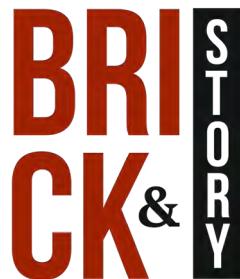
- Put answer in chat



# Team Introductions



Enterprise Community Development (ECD)  
(Owner + Developer)



Brick & Story  
(Resident Engagement Consultant)



Winn Company  
(Property Management)

# Agenda



- Enterprise Mission, Skyland Acquisition, and Goals
- Operations Update
- Survey Results
- Next steps
- Resident Engagement
- Q&A

WE ARE HERE FOR IMPACT

# Enterprise Mission

## A Housing-Plus Model

As the leading Mid-Atlantic nonprofit affordable housing provider, Enterprise Community Development builds, preserves, and operates affordable homes to uplift communities. Our mission is to create pathways to well-being and upward mobility, starting with an affordable home that's a place of power, pride, and belonging.

**Our strategic priorities are to:**

- Increase housing supply
- Advance racial equity
- Build resilience and upward mobility



# Skyland Apartments Acquisition

- ECD engaged with Skyland residents in early 2020 to discuss potential acquisition
- ECD purchased Skyland Apartments in August 2022 by obtaining a short-term acquisition loan from a local bank and additional funding from DC Department of Housing and Community Development (DHCD)
- Engaged Winn Management, a third-party property management company
- Addressed immediate life safety maintenance concerns



A photograph of a woman and a young girl sitting on a concrete step. The woman is on the right, wearing a red t-shirt and dark pants, smiling at the camera. The young girl is on the left, wearing a patterned dress and sandals, also smiling. They are in front of a brick building with a door and a window.

# ECD Goals at Skyland

- Retain long-term affordability for the property
- Ensure long-term security and stability for the residents
- Develop and implement community development programs and resources
- Enhance the best attributes of the property (views, tree cover, community among long-term residents)

# Existing Conditions

- Age of Property
- Outdated mechanical systems (plumbing, electrical wiring, boiler) leading to subfloor leveling, heating, and other challenges to maintain and repair
- Paint maintenance
- Outdated Roof



# Ongoing Operations



- Continue to fix outdated building systems as we can
- Gather tenant income information (*a requirement of DHCD funding*)
- Rent collection
- Regular communication with Property Management and residents



# The Skyland Resident Survey

Available January 18 – March 15

- We want to hear from Residents
- Collected 33 Survey Responses



YOUR VOICE  
**MATTERS!**



# Resident Survey Summary

Skyland Residents who responded to the survey said...



**We like the location, convenience, their neighbors, and the quiet environment.**

**We want to see improvements made to their units (AC & Heat), more amenities, more security, and more lighting.**

**Residents said it was very or extremely important to have...**

- **68.8% - Control their own heat and air system**
- **66.7% - In-unit washer and dryer**



# Resident Survey Summary

## Life Safety and Security & Accessibility



Residents said it was very or extremely important to have...

- 69.7% - **Security cameras and a security guard**
- 80.7% - **Well-lit outdoor walkways**
- 48.4% - **In-unit fire sprinklers**
- 62% - **Interest in ramps**

Residents said it was not important to have...

- 48.4% - **Lobby with seating area**



# Resident Survey Summary

Community Amenities & Customer Service



Residents said it was very or extremely important to have...

- **62.1% - Playground for children**
- **58.6% - Ample parking spaces**

Nearly all respondents said that customer service was important, which included short turnaround times for maintenance requests and hours of availability.

# Redevelopment Vision

- Create safe, modern, mixed-income rental and homeownership community that offers a healthy and safe community in Ward 8
- Create updated affordable housing opportunities for existing residents
- Create new housing opportunities for future residents looking to access affordable homeownership and rental opportunities



# Reimagining Skyland - Next Steps



- Start the MAP Amendment Process – an application to rezone property
- Partner with the residents through resident engagement to engage and keep residents informed



# Resident Engagement

Ways to be involved -- PLEASE SIGN UP!

- Resident Action Team -- **Skyland Reimagine Vision Sessions Resident Action Team to engage and inform residents of redevelopment planning**
- **Quarterly Resident Meetings**
- **Resident Survey on “Skyland Reimagined” – Still time to submit. Accepting Surveys until March 15, 2024.**

Send an email to [skyland@ecdcommunities.org](mailto:skyland@ecdcommunities.org)



# Resident Action Team

The Resident Action Team is a group of residents who regularly meet with the development team to stay informed and engaged in the redevelopment planning process. This team then communicates important messages to the fuller Skyland community

Topics discussed during resident action meetings may include:

Unit and building design, Common area amenities, safety security, temporary relocation

Put your email in the chat box or  
Send an email to [skyland@ecdcommunities.org](mailto:skyland@ecdcommunities.org)





# IMPORTANT DATES

Resident Survey on “Skyland Reimagined” – *Still time to submit. Accepting Surveys until March 15, 2024.*

## Quarterly Skyland Resident Meetings

- Operations Updates
- Development Updates
- Property Management Updates

*Resident Action Team Meeting: March 26 @ 6:30pm*



# Zoom Webinar Participant Instructions

## Via Computer

- Enter questions in Q&A Box, **OR**
- Raise Hand to ask your question verbally (we will prompt you to unmute)

## Via Phone

- Star (\*) 9 - Toggle raise/ lower hand
- Star (\*) 6 - Toggle mute/ un-mute.



# Q & A



# Ņl̄ M̄t̄ Īgv̄ Āl̄ n̄ḡ l̄ v̄ḡ f̄l̄ 4

Available January 18 – March 15

- We want to hear from Residents
- Collected 33 Survey Responses



YOUR VOICE  
**MATTERS!**

A graphic of five speech bubbles in shades of blue and purple is positioned above the main text. The text itself is in a large, bold, sans-serif font, with 'YOUR VOICE' in black and 'MATTERS!' in a darker shade of blue.

## L'í n̄j l v̄ḡññ fñ l 4 Mñ ñ ñft

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to the survey said...



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### Life Safety and Security & Accessibility



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# Skyland Community Quarterly Update

**Thursday, May 2, 2024**

# Dfŷ 6 zĀrfl l ū l v9t

We agree to:



- One Mic
- Stepping Up, Stepping Back
- Respecting Others on the Call
- Exercising confidentiality regarding individual issues
- Listening to others with the goal of learning something new
- Being open to ideas and suggestions
- Coming with a solutions-oriented perspective



*How did you hear about this meeting? Let us know!*

#### **Via Phone**

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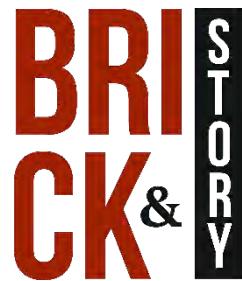
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- Put answer in chat

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Enterprise Community Development (ECD)  
(Owner + Developer)



Brick & Story  
(Resident Engagement Consultant)



Winn Company  
(Property Management)

# Agenda



- Owner Operator + Property Management Update
- Development Update
- Opportunities for Resident Engagement

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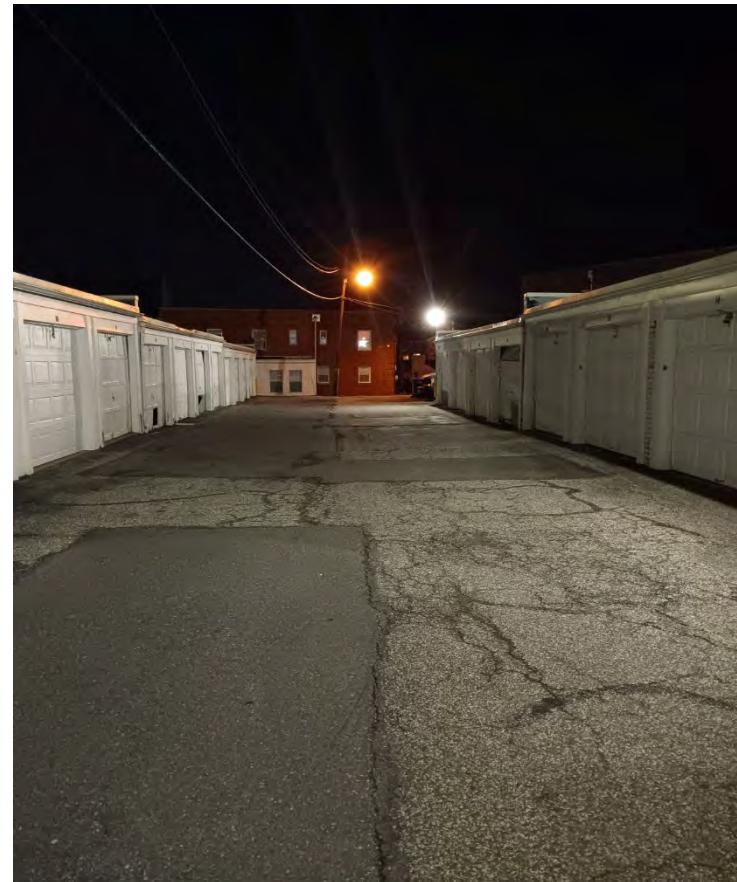
- Enterprise has prioritized a list of improvements to implement at Skyland for 2024. Your feedback is critical!
- Top Priority
  - Roofs
  - Boiler System
  - Interior Units
  - Preventative Maintenance



# Roof Work – Completed – March 2023



# Security Lights - Garage/Storage



# What we're going to do next..

- Address Boiler System
- Install new garage/storage doors that are more durable and secure
- Perform routine interior unit assessments

# Boiler Schematic - Skyland

## SKYLAND APARTMENTS



# Support the Skyland Community

We can continue improving if our residents meet their lease obligations as agreed. Our goal is to be in a position where we can prevent problems before they arise. Your feedback is helpful and your rent payment is critical to ensuring that we can meet your needs and provide quality housing. If residents cannot meet their lease obligations on a timely basis, please contact the rental office. Several options are available to assist with payment assistance.



# Highview Apartments



- Please submit your maintenance requests, questions, and comments to Winn Property Management.
- (202) 601-3413

# Мэдүүлж Ахиц 39М үзүүлэлт



- Implement a strategy to address all 3 boilers
- Improve storage units for rent
- Develop an interior unit inspection checklist for preventative maintenance



# Resident Engagement

Ways to be involved -- PLEASE SIGN UP!

- **Skyland Action Team** - *an informal ECD-led group to encourage community, direct communication with the owner/developer, and involvement in the development process* ([Khyati@brickandstory.com](mailto:Khyati@brickandstory.com))
- **Tenant Association** - *a formal tenant-led organization with rights and responsibilities that is the official voice of the community when in good standing* ([nicole.j.spence@gmail.com](mailto:nicole.j.spence@gmail.com))
- **Quarterly Resident Meetings** – *quarterly meetings with the entire community to share updates on property management, development, and resident engagement*
- **Community Events** – *community building activities to encourage connection and communication*

# EH KI L'NÁHNUÁNYM

## ~Spring~

**Quarterly Community Meeting: May 2, 2024 @ 6:30pm**

**SAT Meetings: 4/22, 5/8, 5/29**

**TA Meetings: TBD**

**Spring Community Event: 5/8**

## ~Summer~

**Quarterly Community Meeting: August 1 @ 6:30pm**

**SAT Meetings: 6/19, 7/10, 7/31**

**TA Meetings: July (TBD), 9/5**

**Community Event: TBD**

# Upcoming Events

## Spring Plant Pop-Up

Get help signing up for SAT /  
TA Sign-Up and take some  
plants!

May 8 @ 6pm-7:30

Email:  
[Khyati@brickandstory.com](mailto:Khyati@brickandstory.com)



Fresh Food distribution:  
Emanuel Baptist church  
2409 Ainger Place SE Washington, DC 20020

Every 3<sup>rd</sup> Saturday of the month: 11am-1pm



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Let's work  
together to  
make it better.





# Skyland Community Quarterly Update

**Thursday, August 1, 2024**

# Dfŷ 6 zĀrfl l ū l v9t

We agree to:



- One Mic
- Stepping Up, Stepping Back
- Respecting Others on the Call
- Exercising confidentiality regarding individual issues
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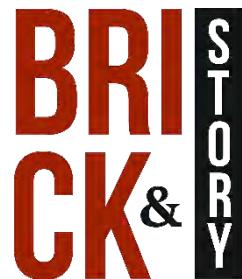
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Winn Company  
(Property Management)

# Agenda



- Operations Update
- Resident Feedback
- Supporting our Community
- Next steps

# ि ज्ञानोज्ञ ग

- Enterprise has prioritized a list of improvements to implement at Skyland for 2024. Your feedback is critical!
- Top Priority
  - Boiler System
  - Interior Units
  - Preventative Maintenance
  - Pets (Dogs and Cats)
  - Security (DC MPD Engagement)



# What we're doing now..

- Addressing Boiler System –
  - Replacing old steam traps
  - Replacing old pipes and condensation pumps
  - Install vapor barrier under each building to prevent any damage to the units from an unforeseen steam burst in the future.
- Perform routine interior unit assessments
- Reinstalling garage doors

# Boiler Schematic - Skyland

## SKYLAND APARTMENTS



# Support the Skyland Community

We can continue improving if our residents meet their lease obligations as agreed. Our goal is to be in a position where we can prevent problems before they arise. Your feedback is helpful and your rent payment is critical to ensuring that we can meet your needs and provide quality housing. If residents cannot meet their lease obligations on a timely basis, please contact the rental office. Several options are available to assist with payment assistance.



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# Мэдүүлж Ахи 39М үзүүлэлт



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# Skyland Reimagined Update

- **April 16:** Submitted Zoning Map Amendment Application
- **June 12:** Met with Office of Planning to discuss Zoning Map Application
- **July 16:** Met with ANC to share Skyland Redevelopment Details
- **July 22:** Skyland Action Team Meeting: Unit Design & Aging in Place
- **August 1:** Community Meeting at 6:30pm
- **August 3:** Enterprise Bus Tour. Meet at 8:00am in front of leasing office. Bus will depart at 9am.
- **August 12:** Skyland Action Team Meeting
- **August 17:** Skyland Summer Celebration Day
- **August 20:** ANC community at 6:45pm which is open to all community members to attend. We will be asking ANC to support the MAP amendment application
- **September 23:** Amenities, Site Design, and Security at 6:30p
- **NOW:** A landing page that keeps record of all recorded meetings, FAQs, and ways to stay in touch with the development



# Skyland Reimagined Proposed Timeline

2020-2022



2023-2024



2025-2026



2026-2027



- ECD purchased Skyland as a TOPA
- Engage with residents about Skyland Reimagined
  - Surveys
  - Build Community
  - Zoning Map Amendment Application

- Apply for financing
- Finalize Skyland Reimagined Plans, submit plans for review and approval
- Once we successfully secure financing, Skyland Reimagined can begin!
- In-place relocation

# Resident Engagement & Collaboration

- Tenant Association
- Skyland Action Team
- Surveys
- Quarterly Community Meetings
- Quarterly Community Events
- Constant Multi-modal Communication





# Resident Engagement

Ways to be involved -- PLEASE SIGN UP!

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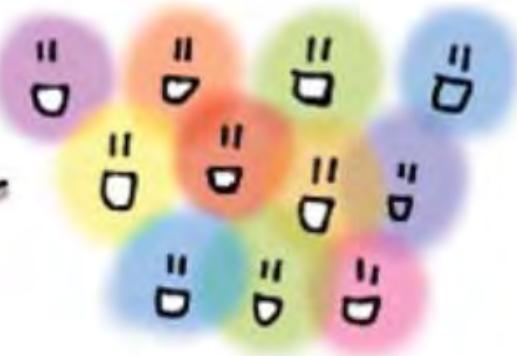
Text 703.999.6950 to join us on WhatsApp

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[\(anitaballantyne@housingetc.org\)](mailto:anitaballantyne@housingetc.org) [\(eric@eisenrome.com\)](mailto:eric@eisenrome.com)  
[\(nicole.j.spence@gmail.com\)](mailto:nicole.j.spence@gmail.com)
- Quarterly Resident Meetings – quarterly meetings with the entire community to share updates on property management, development, and resident engagement
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Let's work  
together to  
make it better.



# **EXHIBIT C**

# Skyland Reimagined

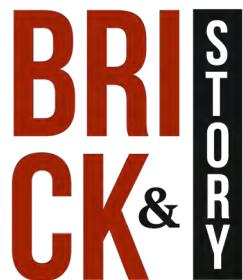


Prepared for ANC  
5.23.24

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(Owner + Developer +  
Capital + Solutions + Resident Services)



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(Resident Engagement Consultant)



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WE ARE HERE FOR IMPACT

# Enterprise Mission

## A Housing-Plus Model

As the leading Mid-Atlantic nonprofit affordable housing provider, Enterprise Community Development builds, preserves, and operates affordable homes to uplift communities. Our mission is to create pathways to well-being and upward mobility, starting with an affordable home that's a place of power, pride, and belonging.

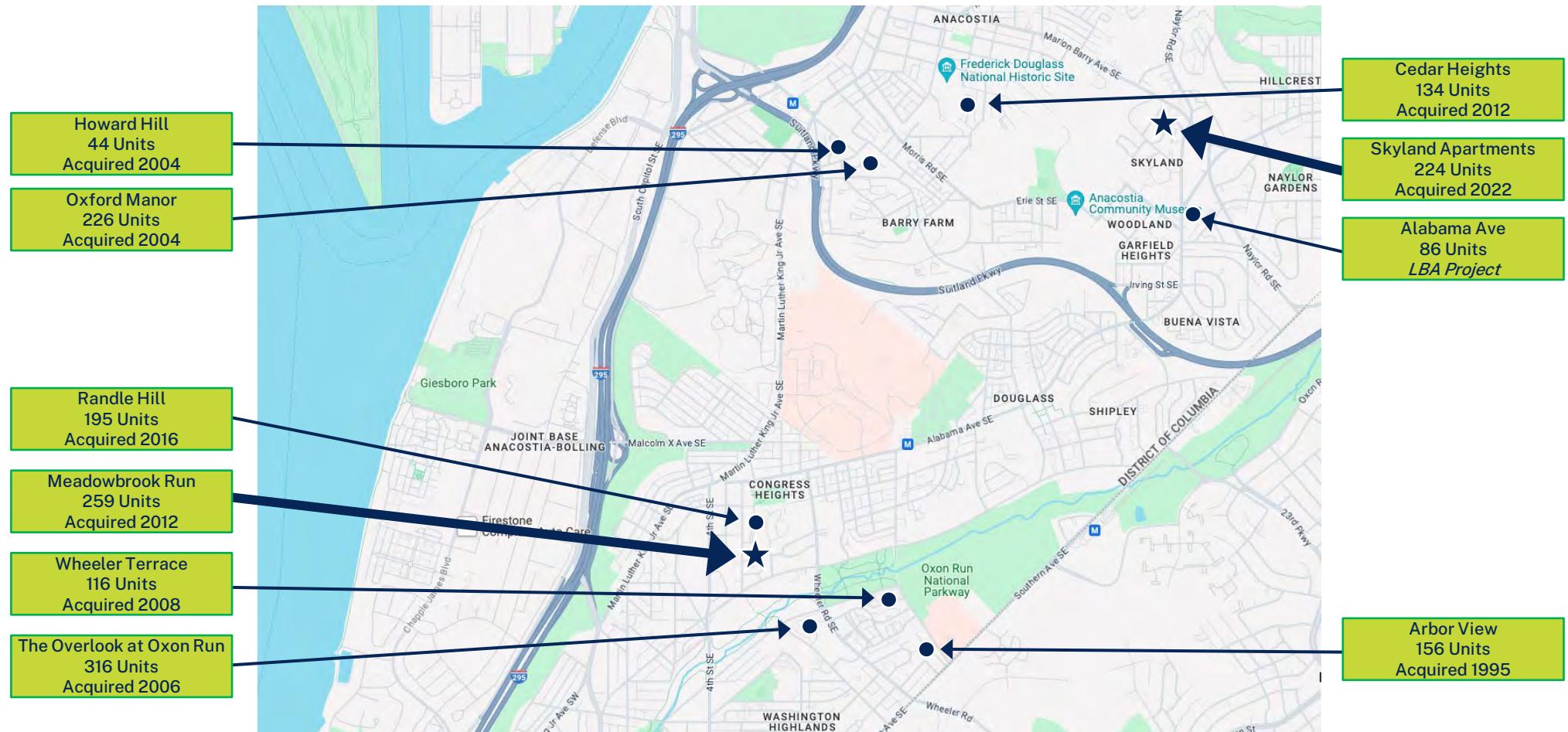
### Our Strategic priorities are:

- Increase housing supply
- Advance racial equity
- Build resilience and upward mobility



# Our Ward 8 Footprint

Ten Properties with 1756 Units



# Skyland Reimagined

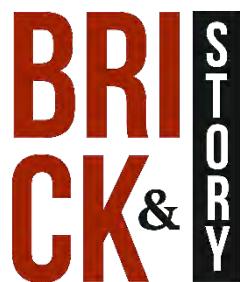


Prepared for Advisory Neighborhood Commission  
7.16.24

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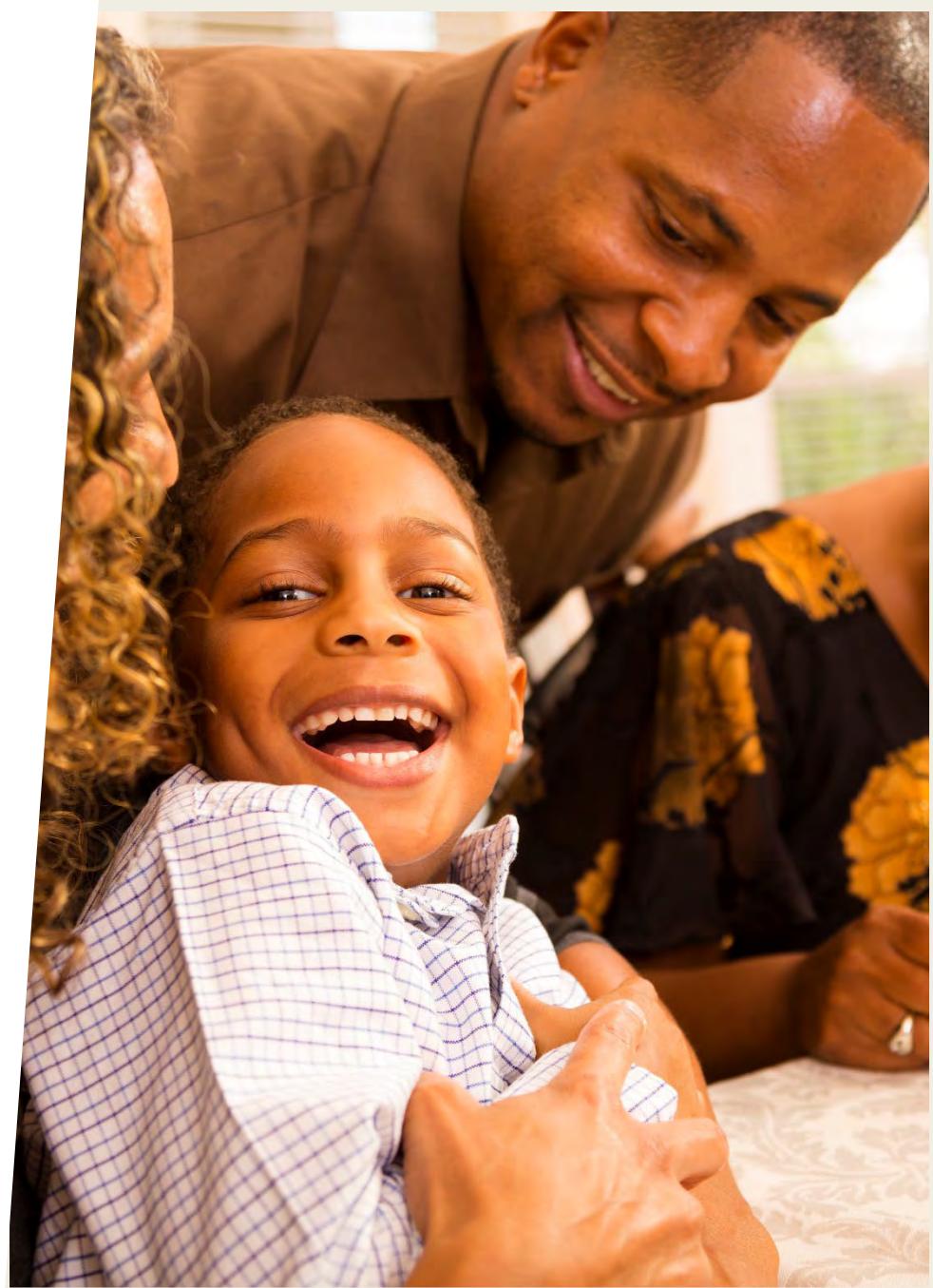
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# Resident Engagement & Collaboration Strategy

- Tenant Association
- Skyland Action Team
- Surveys
- Quarterly Community Meetings
- Quarterly Community Events
- Constant Multi-modal Communication



# Skyland Apartments

## PROJECT TIMELINE

Project Phase/ Milestone	Target Date
Acquisition	August 31, 2022
Ongoing Zoning Map Amendment Process and Resident Engagement	January 2024 – April 2025
Phase 1 – DHCD Funding Application/Secure Funding	ETA: 2025-2026
Phase 1 – Financial Closing	ETA: 2027
Phase 1 – Phase 1 Relocation/Start of Construction	ETA: 2027
Phase 1 – Complete Construction (Senior Bldg./Bldg. A)	ETA: 2029
Phase 1 – Resident Return/Lease-Up	ETA: 2029-30
Phase 1 – Stabilization & Closeout	ETA: 2030



Q&A

THANK YOU!

# Skyland Reimagined

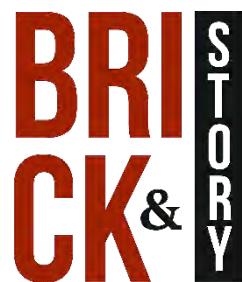


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- **August 1:** Skyland Community Meeting (every three weeks)
- **August 3:** Enterprise Property Tour
- **August 12:** Skyland Action Team Meeting
- **August 20:** ANC community meeting -- open to all community members
- **September 5:** TA Meeting
- **September 12:** Zoning Commission Agreed to Set Down ECD's Zoning Map Application
- **September 23:** Skyland Action Team Meeting: Amenities, Site Design, and Security at 6:30p
- **October 21:** Skyland Action Team Meeting: Relocation Focus
- **October 26 :** Skyland Fall Festival Celebration Day
- **NOW:** A landing page that keeps record of all recorded meetings, FAQs, and ways to stay in touch with the development

[www.reimagineskyland.org](http://www.reimagineskyland.org)  
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- In-place relocation

# Follow Up: 90 Day Service Call

## Emergency Services Responses (24 hrs):

- Emergency service requests are those that pose an immediate risk to safety, health, or property (e.g., gas leaks, severe plumbing issues, electrical hazards). These must be addressed within 24 hours to ensure the safety and well-being of residents.

## Non-Emergency Residential Services (3 days):

- Non-emergency service requests involve issues that, while inconvenient, do not pose an immediate threat (e.g., minor plumbing issues)

## Non-Residential Services (5 days):

- Non-residential service requests, which might include common area maintenance or external property repairs, have a 5-business-day response window.

## Findings -- Performance Analysis:

- Over the past 90 days, the average response time for **all service requests has decreased from 6 days to below 4 days**, indicating an improvement in efficiency and resource management.

## Outliers:

- Some service requests experienced delays in closure due to issues such as material or parts availability, contractor scheduling conflicts, or residents delaying access to their units for repairs

# Follow Up: TOPA Triggers

## Understanding TOPA:

- The Tenant Opportunity to Purchase Act (TOPA) gives tenants the right to purchase their building if the owner decides to sell. This law is designed to protect tenants from displacement and to promote homeownership.

## TOPA At Skyland:

- While a full sale of the property might trigger TOPA rights, refinancing or transferring the property might only require a "notice of transfer" to tenants.
- Notice of Transfer: The notice of transfer informs tenants that ownership or interest in the property is being transferred, but it is exempt from being considered a sale under TOPA. This means tenants are notified but do not have the right to purchase the property.

# Follow Up: Parking Charges for Residents

## Parking Policy:

- Currently, there are no anticipated charges for secured, garage parking for residents. However, there may be limitations on the number of parking spaces available per unit.

## Influence of Financing:

- The type of financing used for the redevelopment of Skyland may influence parking policies, particularly in terms of whether parking charges are necessary or how parking spaces are allocated.

# Next Steps: Zoning Map Amendment Application

- Skyland Action Team Design Workshops
  - (Amenities, Community Space, Security): **September 23**
  - (Phasing & Relocation) **October 21**
- Office of Zoning Hearing Set Down: **September 12**
- Ongoing Outreach with Skyland Residents, Neighbors, and ANC: **Sept – Nov**
- Request for ANC Vote of Support – **October 2024**
- Office of Zoning Hearing: **December 2024 (target)**

# *Summary of Skyland Reimagined*

# Skyland Reimagined

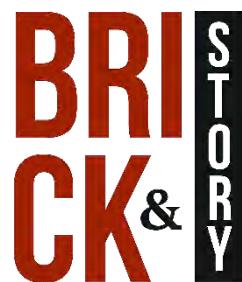


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# *Summary of Skyland Reimagined*