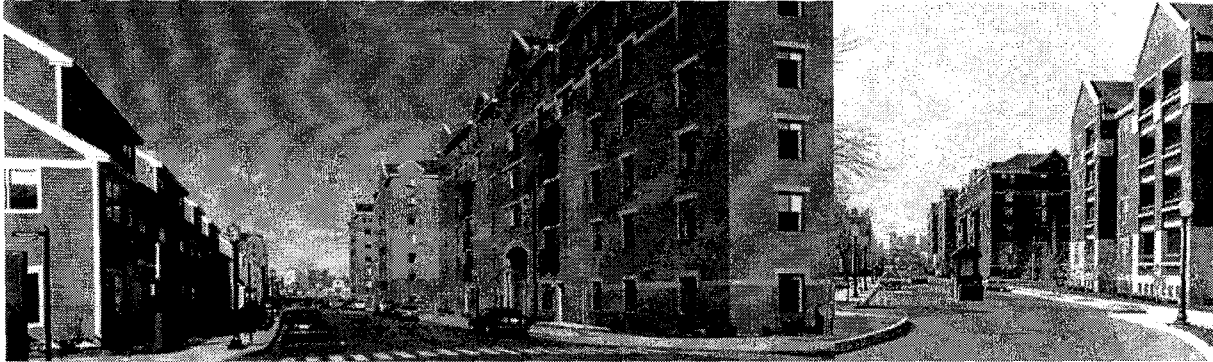


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HOUSING OPPORTUNITIES UNLIMITED (HOU), a privately-held company, has provided direct resident services and relocation assistance in public and subsidized housing as well as consulting assistance to housing entities for over thirty years. The company 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 public housing authorities, private developers, management firms, investors and resident organizations. HOU's projects have included providing community and supportive services, relocation implementation, and/or consulting assistance at over one hundred sites in eighteen states and the District of Columbia, including twenty HOPE VI-funded projects.

>>>Click here to see our Corporate Capabilities Summary.

HOU's Clients Include:

- District of Columbia Housing Authority
- The Community Builders, Inc.
- Boston Housing Authority
- Winn Development
- Chicago Housing Authority
- Housing Authority of the City of Hartford
- TAG Associates
- Pinnacle Development Corporation
- Harbor Point Apartments
- Houston Housing Authority
- Corcoran Jennison / CMJ Management
- Housing Authority of the City of Pittsburgh
- Penrose Development
- The NHP Foundation
- Pennsylvania Housing Finance Agency
- Connecticut Housing Finance Authority

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Relocation Services

HOU's Relocation Services have been an essential part of many successful redevelopment projects. HOU works with redevelopment team members to plan for and carry out the relocation of residents who either must temporarily or permanently move because of property renovations or demolition. It is HOU's mission to ensure that residents are treated fairly and experience minimum physical and emotional stress during the relocation process.

To date, HOU has successfully provided relocation services and all accompanying technical assistance at 75 properties in 43 cities in the United States. HOU complies with all federal, state, and local guidelines regulating relocation activity and works closely with our clients to ensure that residents receive their housing choices. We are experienced in identifying residents' housing needs and preferences and have systems in place to house families in new living environments that best suit those needs.

A number of HOU staff are certified to perform Housing Quality Standards (HQS) inspections. Our ability to perform this service as part of our relocation contracts can often expedite the lease-up process and the actual pace of relocating affected households from projects slated for redevelopment.



Felix Fuld Development Officially Closes, Relocation Activities Successful

After 46 years of living in the Felix Fuld family development, the thought of relocating was too overwhelming for Anita Fiddemon. Consequently, anxiety seemed logical for someone who had raised all of her children in the same location and had spent more than half of her lifetime there.

For Fiddemon, 69, her greatest battle was the fear of new faces and forming new friendships. But thanks to the professional services provided by Housing Opportunities Unlimited, a private company with a national reputation for innovative support services hired by the Newark Housing Authority, Fiddemon has been able to embrace a new direction in her life at James C. White Manor, 516 Bergen Street. "It was kind of rough, but I am adjusting," said Fiddemon of leaving Felix Fuld. However, she said, "It's a blessing. I'm very happy." >>> Full Article

THE STATISTICS

14,400
units successfully relocated.

16
states in which HOU has provided relocation services.

43
cities in which HOU provides relocation services.

75
successful relocation projects.

CLIENT & RESIDENTIAL TESTIMONIALS

My experience with HOU has been enriching, eventful and resourceful. Since the relocation from Temple Courts which had been my residence for over 20 years, I have successfully relocated to East of the River communities where my children are active in educational programs. We attend church for spiritual growth and I'm glad to say I've been 24 months sober. I'm currently employed, a student at UDC studying medical radiography, and a positive role model for my kids. I'm in the process of cleaning my credit which is my current short term goal so I can be debt free and turn my HCV to a mortgage payments under the first time home buyers program. I have a strong network where I'm able to be myself utilizing positive interpersonal skills and being happy. I had to be humble, use my resources and open up in order to stay from seclusion. I'm free, blessed and on a roll. All of this would not be possible without the dedication and support from HOU.

—Maria Henry, Temple Courts

The Boston Housing Authority has worked with HOU on multiple redevelopment initiatives. HOU consistently delivers high-quality relocation and case management services to our residents. Our residents are shown compassion and sensitivity by HOU relocation staff who are also tasked with

completing the relocation program on time so that we can move forward with demolition and new construction. HOU is unquestionably an important partner to us and one that we depend on regularly.

-Deborah Morse, former Director of Real Estate Development, Boston Housing Authority

Corcoran Jennison congratulates HOU on the Best Practices Award from HUD for the Villages at Montpelier. Your leadership in the turnaround of this community is yet another of the many successes Housing Opportunities Unlimited has achieved.

-Gary A. Jennison, Chairman, Corcoran Jennison

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Resident Services

HOU's Resident Services programs positively affect the preservation of newly developed and currently established assisted and mixed-income communities across the country. All of the communities in which we have been involved continue to be the kind of quality communities envisioned by those that built them.

WHAT ARE RESIDENT SERVICES?

Resident Services play a critical role in the success of communities by providing staff who work closely with property management staff and resident councils, and who act as a connector between residents, management staff, and area social services. In short, Resident Services is the bond that holds communities together and provides quality services in the following areas:

- Case Management / Social Services Coordination
- Educational and Recreational Programming
- Social Service Provider Coordination and Review
- Establishing and Fostering Community Standards
- Eviction Prevention / Resident Advocacy
- Employment and Training Services
- Community Development

HOU's Work with Residents in Area of Lease Compliance focuses upon:

- Housekeeping and Home Maintenance Standards
- Rent Arrearages
- Eviction Advocacy
- Section 8 Re-certifications
- Annual Unit Inspections
- Addressing Public Safety Concerns and Reports

*Please download HOU's Statement of Corporate Capabilities >>> [Download](#)



Harbor Point on the Bay Boston, MA

HOU has provided both relocation and resident services support to Harbor Point on the Bay since 1985. This 1,283-unit mixed-income property is located in the heart of Boston and has benefited from HOU's expertise in community development, resident advocacy, and social service coordination. HOU collaborated tirelessly with both the residents and the ownership through all phases of redevelopment and also provided invaluable consulting services in the development of the Resident Board of Directors, now known as the Harbor Point Community Task Force—co-owners of Harbor Point on the Bay. HOU routinely assists residents in the following areas: conflict mediation, resident advocacy, expert social services coordination, employment and educational assistance, accessing charitable monies, furniture, and food donations, elderly advocacy and programming, and a host of youth-oriented services and programs. HOU's intervention strategies with at-risk individuals and families have helped Harbor Point become a thriving and cohesive community that has become a benchmark for properties all over the country.

Oak Hill
Pittsburgh, PA

A quality resident services program should be based on a rigorous assessment of community needs and establish quantifiable goals from the outset that can be measured on a monthly or quarterly basis. HOU recognizes the importance of the following principles in developing a quality resident services program and has developed systems to implement these principles:

1. Engage community residents
2. Foster a sense of ownership
3. Ensure strong communication between Management, Marketing, Security and Resident Services
4. Sustain investments and leverage funds
5. Add value to existing Social Services network
6. Ensure quality control and responsiveness to the client

Each of our resident services programs are tailored and designed especially for that community making our range of services and expertise very wide.

CLIENT & RESIDENT TESTIMONIALS:

I commend you and the Housing Opportunities Unlimited staff for all that you have and continue to do with and for the residents from the NW-1 community to Park Morton. The details of the work performed are a great example of what is needed to help residents overcome barriers, achieve self-sufficiency, and make the New Communities Initiative a successful program.

—Coyan Lewis, Project Manager, Office of the Deputy Mayor for Planning and Economic Development, Washington DC

Corcoran Jennison's mixed-income rental properties would not be as highly regarded without the professional resident programming that Housing Opportunities Unlimited (HOU) delivers. HOU's on-site presence, working hand-in-glove with our Management team, is the key to providing our communities with a high standard of residential quality.

It is our experience that "outside" social service agencies alone are not sufficient.



HOU provides direct service to the residents in the Oak Hill community and works closely with both Management and residents in areas such as pre-move-in inspections, new-move-in welcome visits, response to management referrals such as late rent, housekeeping concerns, and disorderly conduct. Additionally, HOU responds to security reports, initiates direct contact with residents via initial and follow-up home, telephone, and office visits, resident referrals for employment and education assistance, and acts as a liaison between the residents we support and area social service agencies. HOU strives to promote self-sufficiency and a healthy community environment for all residents of Oak Hill.

Townhomes on Capitol Hill Washington, DC

HOU was selected by the Townhomes on Capitol Hill's Board of Directors to provide services to support the members of this cooperative housing development located in the heart of Washington, DC. Regular on-site programs for adults include workshops in the areas of art, basic computer skills, financial management, health, nutrition, and weekly exercise classes. Additionally, HOU plans family trips, holiday celebrations, movie nights, and informational sessions as needed. The site has a library, managed by the Southeast Public Library, where visitors can browse and enjoy on-site reading or borrow books, and a Business Center with internet-ready computers. Residents also take advantage of our free faxing, photocopying, resume development, and job searching services. HOU also provides basic computer skills classes and software training as a part of our job search services. The Family Support Program sponsors a weekly Parent Support Group for all interested residents. As always, HOU's site staff strive to develop resources and link the residents we support to any appropriate services that will assist with individual and family needs.

Elderly Supports

HOU's comprehensive Elderly Supports Program was born of a need we identified in the various properties in which we are involved. As healthcare continues to improve in the United States, many people can anticipate living beyond the age of 70 and into their 80's and 90's, continuing to enjoy an extended and productive life. Our services include arranging for home care, Meals on Wheels, case management, transportation assistance, connections to legal services, resident advocacy, assistance with Medicare, and well-being checks, to name a few. Connecting our seniors to local and state social services and assistance programs is the key to our success. All of HOU's Elderly Supports Services are intended to assist seniors to live as independently as possible in safety and with dignity. In addition to health and well-being interventions, HOU also designs a wide range of educational and recreational activities including monthly senior coffee hours, monthly birthday celebrations, informational speakers, volunteer opportunities, and off-site trips such as apple picking, shopping trips, and theater outings.

Residences at Governor's Square Harrisburgh, PA 2003 - 2012

In 2003, HOU was hired to perform relocation services at Maclay Street Apartments, what is now the Residences at Governor's Square. After successfully relocating the original Maclay residents, HOU was contracted to provide resident services to this 222 unit affordable housing community located in Harrisburgh, PA. Today, HOU continues to serve Governor's Square families by providing the highest quality resident services. HOU's talented staff is committed to working closely with both the Management office and the residents to effectively identify at-risk households in the interests of connecting them with services that will preserve their tenancy. The Resident Services team at Governor's Square places a heavy emphasis on resident advocacy while striving to provide the residents the tools they need to empower them to reach their goals on a personal level as well as with their tenancy.

Hilltop Apartments Duquesne, PA 2003 - 2010

Indeed while many offer similar services, they are typically over-burdened with hefty caseloads and characteristically lack the personal advocacy our properties require to affect immediate and sustainable results. This level of community-based advocacy is a decisive factor in our success and cannot be achieved by Property Managers alone.

It is important to note, HOU has taught us that there is not one approach to providing successful resident programming. HOU has a lengthy track record of tailoring resident programming to address site specific demographics and need. Whether they provide case management, housekeeping compliance, youth and elder programming, relocation, or supportive services for physically and mentally challenged occupants, HOU is a central figure in every mixed-income rental community we manage. Our success depends upon it.

*-Miles Byrne, Development Director,
Corcoran Jennison Company*

As a 7-year resident of Oak Hill a member of the Oak Hill Tenant Council for 4 years, I was a part of the group that actively sought out HOU for the Resident Services contract after the redevelopment. We were looking for a company to do something so simple: to look out for our residents—especially the seniors and other at-risk groups at Oak Hill.

HOU makes a big difference because of the concern they show for our residents. When we contacted David Connelly, President and founder of HOU, we made it clear to him that we needed HOU's resident services program at Oak Hill. Whether social services help, resident advocacy in dealing with Management, or recreational activities such as Senior's Day, the After School Bash, a Swim and Pizza Party, National Night Out, Toys for Tots, or holiday celebrations, HOU is able to be there for our residents.

HOU has been invaluable in helping our residents to understand lease violations and educate them on their lease so as not to put their tenancy in jeopardy. HOU understands how communities work and have been a very positive influence on Oak Hill. Our community was a strong one but is made even stronger with HOU involved.

-Arnetta Warfield, Oak Hill Resident and member of the Oak Hill Tenant Council

HOU's services are a perfect complement to management services. They are an integrated partner that serves a multitude of needs. They connect people to services that are beyond a property management company's expertise. In this way, HOU

HOU has provided resident services to the Hilltop Apartments community since 2003 and has had a very positive impact on the property during this tenure. This talented team promotes and encourages the families they support to strive for self-sufficiency by helping them to access educational and employment opportunities, area social services, and by developing attainable goals for all family members. HOU works closely with Management at this property by responding to both Management and resident referrals in areas such as late rent, housekeeping, disorderly conduct, and other lease violations, and following up on security reports. HOU strives to welcome each new family to the property when they move in, effectively establishing a rapport with the residents and setting the stage for a good working relationship and area social services connections. Additionally, HOU offers employment and educational assistance, area social services connection, an on-site food pantry and computer lab, and a wide range of after school and summer youth programs.

**Southwood Square
Stamford, CT
1997 – 2009**

HOU provided both relocation and resident services to Southwood Square—a mixed-income development located in Stamford, Connecticut—from 1997–2009. What started out as a troubled project known as Southfield Village has become a thriving and connected community where home ownership became a reality. HOU offered comprehensive resident services and worked closely with both the Management office and the resident council, advocated for residents, and helped individuals in the community to meet their personal goals. Whether educational, employment, or financial, HOU's staff at Southwood Square used their knowledge of area social services resources to assist each resident in becoming a valued and contributing member of their community. HOU assisted Management in the completion of annual inspections, followed up on security reports as they were generated, and addressed a wide variety of lease violations as a way to preserve tenancy.

**Bay Ridge Apartments
Annapolis, MD
1999 – 2010**

HOU served the Bay Ridge community from 1999 – 2010. In an effort to aid the residents in becoming more self-sufficient, HOU provided a host of programming that included career preparation and employment searching, resume and cover letter design, financial literacy and skills training, and Microsoft Office 2007 certification. Additionally, HOU offered a variety of other programming geared specifically to the needs and desires of the residents we supported including conflict mediation, housekeeping training, resident advocacy, childcare search assistance, and financial services. HOU also offered youth-focused activities such as an after-school program, monthly birthday celebrations, and summer camp opportunities.

**Circle Terrace Apartments
Baltimore, MD
1999 – 2010**

HOU at Circle Terrace Apartments served over 300 low-income households that were previously isolated from the surrounding metropolitan Baltimore area. On-site computer center services and effective resource development in the local area allowed our Resident Services staff to offer supports to both on-site residents and non-residents who enrolled in HOU's regular workshops and classes. HOU's case management and resident advocacy services both supported lease compliance and provided a path toward greater self-sufficiency for Circle Terrace residents. Young people at Circle Terrace Apartments enjoyed daily afterschool activities and summer-time field trips to area attractions, all of which were arranged and facilitated by HOU's Resident Services staff.

*strengthens a sense of community and
reduces unnecessary turnover.*

–Timothy Chamberlain, Townhomes on
Capitol Hill Cooperative Board President and
property owner representative

*The creation of a tutoring and mentoring
program in Harbor Point was the result of the
community members coming together to
form the Positive Youth Development
Committee in 2005. The committee was
created through a HUD Community Outreach
Partnership Center grant obtained by the
University of Massachusetts Boston. The
Committee was comprised of youth workers,
educators, and community members, of
which Housing Opportunities Unlimited
played a significant role, shaping and
supporting service-learning classes and
programming for young people at Harbor
Point. From attending meetings, to locating
grants, overseeing student work, and
recruiting tenants, HOU, over the past five
years, has been instrumental in making the
Harbor Point Outreach Partnership a success.
They are currently actively involved in the
Youth Action Team, the Strategic Fundraising
Committee, and overseeing University
students who serve at Harbor Point. The
University could not carry out our end of the
partnership without the able leadership and
skills of the HOU staff!*

–Professor Joan Arches, College of
Community and Public Service, University of
Massachusetts Boston

*Congratulations on your recognition as a key
member of the King's Lynne development
team. Being a valued contributor to such a
pioneering project is indeed a singular honor.
In addition to winning a ULI Award for
Excellence, King's Lynne was a Heritage
Award winner, which has been given only
eight times in the 30 years of ULI's awards
program. In being named a Heritage Award
winner, King's Lynne joins such development
icons as the Rockefeller Center, the Burnham
Plan of Chicago, and Chautauqua.*

–Rick Rosan, President, Urban Land Institute,
Washington, DC

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Consulting Services

HOU has provided quality consulting services to organizations across the United States. We tailor our consulting expertise to fit the needs of each new project that comes our way and offer services in the following areas:

RELOCATION PLANNING:

HOU provides relocation consulting services to housing authorities, developers and other ownership entities regarding the application of governing relocation regulations, development of relocation plans, and other needed relocation technical assistance. Many owners have sought out the expertise of HOU's Relocation staff when planning for the redevelopment of a property.

SOCIAL SERVICE PROGRAM EVALUATION & COMMUNITY NEEDS ASSESSMENT:

At a number of developments in which HOU is the resident services provider, HOU assists owners, residents, and developers to evaluate existing social service providers and creates plans for community centers that best suits the needs of the residents and the surrounding community. HOU has been actively involved in conducting service provider evaluations, community needs assessments, and focus groups to identify services and programs needed by residents. Frequently, HOU staff will facilitate Resident Services Committees, which meet regularly to discuss ongoing and evolving resident needs as well as community center program planning.

HOU served as the HOPE VI evaluator for the Danville Housing Authority's CSS Program at Liberty View/Fairview Hills in Danville, VA. In this capacity, HOU assessed the Danville Housing Authority's progress in meeting goals around case management, career development, educational enhancement, homeownership, relocation, economic impact and leverage resources, as set forth in their HOPE VI CSS work plan.

BUILDING THE CAPACITY OF COMMUNITY-BASED ORGANIZATIONS:

Housing Opportunities Unlimited has a philosophical commitment to helping residents take an active part in the redevelopment of their communities. As part of our work on major redevelopment projects across the country, we have helped community-based organizations build their capacity, raise funds, administer grants, and develop strategic plans for long-term sustainability.

STRATEGIC PLANNING:

HOU has led numerous strategic planning projects related to the implementation of comprehensive community and supportive service programs. We have developed HUD-approved Community and Supportive Services Work plans for six public housing communities in transition due to major redevelopment.

GETTING OUT IN THE COMMUNITY



Community Building through Public Safety Initiatives

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