

Yesterday I was clever, so I wanted to change the world. Today I am wise, so I am changing myself.

-Rumi

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# RCHDC Times

*"To provide decent and affordable housing to low and moderate income persons"*

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## Property Management

There are many new faces in the property management department, with Avery Cash starting as the new Assistant Property Manager at Orchard Manor, Orchard Village, and North Pine Street. We would like to welcome aboard Lauren Despres as the new Property Manager at Redwood Court Apartments. Also starting in the month of April, will be Kenneth Moulton, who will be managing Arcata Bay Crossing. Christopher Cassell will be transferring back over and working at Siskiyou Gardens. We would like to also welcome Amanda Bunnell, who will be the new Property Manager at Oak Park Manor and Washington Court.

We have a few employees that have switched sites during the past month, with Richard Crow moving over to the Maintenance Supervisor position at Oak Park Manor and Washington Court. The team of Allie and Jason Campbell have moved to work at the River Garden community. We would like to welcome all the new employees and thank all the existing employees for making RCHDC the great company that it continues to be.

Starting our company's conversion to Yardi during the last half of 2016 has been an interesting and exciting challenge for everyone involved. We are taking the next step with the implementation of the Yardi Advanced Maintenance, it's in the middle stages of being implemented on a trial basis at selected sites. During this trial period staff will be working out the bugs that present themselves, and will adjust the program before installing it at every managed location of RCHDC. With the addition of the Maintenance module, the company will see increased ability to track assets, the work completed on assets, and expedite the turn time of units, with better information on the age of the assets in the communities.

One of the kick off events for the new Community Building and Engagement program took place at Oak Hill in Kelseyville with an immigration workshop that was presented for tenants and families. The immigration workshop was put on in part with My American Dreams Foundation. RCHDC and Mendocino College are co-sponsoring another immigra-



tion workshop that is schedule to take place on the Mendocino College Campus in Ukiah on the 27th. A big thank you goes out to all the effort site manger Julio Ambriz and Sharon Kiichli have put into making this kickoff event such a success. The Community Building Engagement program is off to a very exciting start and we look forward to it becoming bigger and better at every turn.

So for now, we will all step back to filling some more vacant units, and making our communities better one action at a time. The best way we have found is, as a group take each day as it comes and deal with the issues that come up by putting one foot in front of the other.

Together  
Everyone  
Achieves  
More

## Development

The Development Department has been working on a 38 unit special needs project to be located in the City of Ukiah. Residents of this project will be seriously mentally ill who are homeless or at risk of homelessness. To date we have secured 1.3 million dollars from the Mental Health Service's Act. We have

applied for an additional 1.2 million from the federal home loan bank of San Francisco. Our next application for the federal tax credits to fund the remaining balance is due this June. We are extremely enthusiastic about this project and the ability to offer our community some much needed housing. Additionally,

this housing will be connected to supportive services provided by the County Health and Human Services Department. This approach to housing has been proven to be the best and most cost effective method to combat homelessness. Thank you for your support of this wonderful project

## Finance

Here in the finance and accounting department we are wrapping up our annual tax and audit season. We start work on getting our reports ready around the middle of August. At the same time, we have a group of accountants come in, look over those reports, and get a sense of how we did over the year. They test transactions, procedures, and reports to make sure they are in compliance and line up with the way other companies report on their business activity. It sounds straightforward, but the process takes a lot of time and those accountants look at a

huge amount of our records and data. Altogether, we are working closely with those auditors and tax preparers for about nine months out of the year.

The result of these efforts is typically around thirty audits, forty tax returns, and ten special reports called agreed upon procedures (just a less comprehensive audit). It does seem like a lot of work just for a stack of reports, but what we get from our auditors and tax preparers goes beyond that. There is a chance for us to compare how

we operate as compared to other organizations like RCHDC.

We can use that comparison to make our operations better, by focusing on how to keep up with our peers, as well as knowing when we are doing better. Because of that, our tax preparers and auditors are more than an outside agency looking over our shoulder; they are also watching our back.

## Homeownership

The Homeownership Department is working hard on submitting nine loan packages to USDA for nine eligible families that will make up Lakewood Group 7 in April. This will be our biggest group yet. We are excited to make these families dreams of owning a home come true.

Lakewood Group 6 started construction in middle of February 2017 and they are diligently working on completing the framing portion of their homes. This is a very hard working group and the winter weather hasn't slowed them down.

We are currently recruiting applicants to make up Lakewood Group 8. If you know anybody who is interested in our Homeownership Program please send them our way! This is a no down payment program and the USDA mortgages are subsidized to make them more affordable.

We have done some Homeownership presentations in the past for the victims of the Valley Fire and are still planning to assist any way we can. We are still recruiting for our Island View Project located in Lakeport, CA. We encourage you to pass this along to your friends and contact our Homeownership Department with any questions about the application process.



## Human Resources

### RCHDC Welcomes New Employees

RCHDC would like to welcome Amanda Joyce Bunnell, Avery Cash, and Lauren Despres.

- Amanda will be the Property Manager at Oak Park Manor and Washington Court in Red Bluff.
- Avery Cash will be the Assistant Property Manager at Orchard Manor, Orchard Village, and North Pine St in Ukiah.
- Lauren Despres will be an Property manager at Redwood Court in Fortuna.

We are very excited to have them be a part of the RCHDC team!

### RCHDC New Web Page

RCHDC is currently in the process of updating our web page. Our goal in doing this, is to provide the most up to date necessary and useful information for everyone. We will be modernizing the overall visual and design with videos and images. We would also like to educate our community on what RCHDC has to offer as a nonprofit organization. We hope by updating the webpage page it becomes a more effective and efficient resource to use no matter what you are looking for. A big thank you to Marc Carson, who is helping us with this process.



### Grace Hill Trainings

Required Grace Hill Trainings include:

- Fair Housing
- Work Place Harassment
- Sexual Harassment

For those of you who have not completed your Grace Hill Trainings for this year, please make sure to complete all three courses, as they are required. Once you have completed all three courses please turn in copies of your certificates to Amarilis in HR.

## CEO

I believe that RCHDC is on stable footing and pointed in the right direction. We have a highly dedicated group of people committed to our Mission. Each director, manager and staff have demonstrated a willingness to learn and grow and take ownership of the future of the organization.

The development pipeline looks promising, and the effort placed into the recruitment of self-help builders has yielded results that have exceed expectations. Developing leadership for property management from within the ranks of existing staff is now producing results that will support the drive to increase revenue and improved operations. The finance department has made great strides improving financial best practices and reporting and analytics.

I am very proud of how all of you have rallied around the idea of coming together for the good of the people we serve, the organization and one another. I'm thankful that you are willing to buy in to RCHDC future in a positive and proactive fashion while being committed to sustaining and growing our Mission and all that what we do.

Perhaps the single biggest challenge for RCHDC rests with the uncertainty caused by the political climate and related issues emerging from Washington D.C. Specifically, what impact will the current presidential administration have on the future of funding for affordable housing through HUD, USDA RD and Low Income Housing Tax Credits Etc. One of our biggest challenges in the months to come will be to develop and shape our business model on both re-occurring revenue such as property management fees, developer fees, and TA grant revenue with the always unpredictable and not yet fully known State and/or Federal funding.

Collectively, we will need to embrace an adaptive and innovative approach to the business of affordable housing. I know that I can count on each and every one of you to help shape our business in a manner that assures that this organization will exist and succeed as long as there is a need for affordable housing in the communities that we serve.

***“We can’t  
help  
everyone,  
but  
everyone  
can help  
someone”  
-Ronald  
Reagan***

RCHDC  
499 Leslie Street  
Ukiah CA 95482

Phone: 707-463-1975  
Fax: 707-463-2252

## RCHDC Safety

Safe driving is a top priority at RCHDC. As a reminder, all RCHDC employees must obey all rules of the road while driving for work, including following laws, driving below the speed limit, and refraining from using a cell phone or other tech device while driving.



Even if you receive a work related call or email while driving, you must wait to answer or respond until you are no longer driving, and it is safe to do so. When you're behind the wheel, your specific actions can either cause or prevent an accident from happening. It's important to be alert at all times. Don't be a distracted driver!

## RCHDC Employee Spotlight



This month's employee spotlight will be on **Brandon Ellis**, from the Corporate office.

Brandon Ellis has been with RCHDC for a little over two years now!

Since starting at RCHDC in early 2015 Brandon has quickly made the department his comfortable home away from home. His approach to work is thoughtful, dedicated, and a great example of work ethic. He is a pleasant person to work alongside and really understands the reason why RCHDC maintains the work culture we enjoy so much.

Brandon has adjusted to so many changes in his workday. He started in the Home Ownership department under the pressure of creating qualified applicants for the program when they were the most diffi-

cult to find. Brandon's diligent efforts at promoting the program encourages more families to apply than we have seen since the housing market crashed.

Now the market has recovered and many of those applicants Brandon encouraged will soon be homeowners. Many of them would not be in that position if it were not for Brandon's hard work, attention to detail, and long hours working for those family's futures. It is not just the way he dresses....or the fact that he is a team player. The reason RCHDC is great is because of people like Brandon.

### RCHDC Newsletter Team

Brad McDonald  
Dan McIntire  
Ryan LaRue  
Amarilis Dominguez  
Tom Simms  
Rachel Nelson  
Brandon Ellis  
Rebecca Neilson

## May Holidays

**Memorial Day**– Monday May 29th, 2017

