



# HACM Operations

## RECOVERY PLAN MONTHLY UPDATE

	<u>Aug. 2023</u>	<u>Sept. 2023</u>	<u>Change</u>	<u>Change Since Start</u>
Occupancy Rate	96.41 %	96.41%	0.0%	v4.93%
Average Days Vacant	57 days	59 days	^ 2 days	v198 days
Move Outs	20	25	^ 5	1174 total
Move Ins	25	30	^ 5	1292 total
Current Pending Evictions	14	11	v3	182 total*
Move Outs from Evictions	3	5	^ 2	155 total*

*\*Since December 2022*

### Narrative:

The occupancy numbers decreased slightly during the month of **September 2023**.

Listed below are some of HACM's efforts to retain or attract new residents:

- HACM will continue to offer one month's rent concession with a lease signing commitment of one year.
- HACM will continue to ask residents that are moving out to complete a resident survey.
- Staffing the turn team continues to be a challenge; however, HACM is working with the Human Resources department to identify new talent and to make some of those positions permanent.
- The Intake department has hired one additional Specialist and one temporary staff person to help with the screening of new applicants.
- Intake is actively doing a purge of the waiting list in order to identify applicants that remain interested.
- Intake has committed to getting property management five applicants per vacancy.