

## **Working Together – Effective Collaboration Between Management & Resident Services**

In this session we will focus on ways to achieve effective collaboration between Housing Management and Resident Services. Attendees will learn about monthly service coordinator and manager meetings, designed to help staff work together to meet the needs of residents; the Resident Achievement Program (RAP) designed to incentivize residents to become more active in their communities; the Welcome Home Program, a resident orientation process to empower residents to feel safe and comfortable in their new homes; and the Criminal Activity Tracker (CAT), a hotline for reporting issues to management and the police for an effective and coordinated response.

*Instructor: Renee Nicolosi, Director of Resident & Community Services – Denver Housing Authority, Angela Fletcher, Director Housing Management Division – Denver Housing Authority*



**Renee Nicolosi**

As the Director of Resident and Community Services for the Denver Housing Authority (DHA), Renée Nicolosi has overseen programming for low- and moderate – income families in the areas of aging in place, economic self-sufficiency, resident leadership, and youth development for more than twenty years. She has been integral in the design, implementation, and oversight of awarding winning programs. Many of these programs have been nationally recognized for innovative and effective services for the aging and disabled, at-risk youth, and families working toward economic self-sufficiency. Under her leadership, the Resident and Community Services Department has worked closely with the Housing Management Division to implement innovative programs such as the Resident Achievement Program (RAP), Welcome Neighbor, and the Criminal Activity Tracker (CAT) Hotline. These programs encourage and empower residents to take an active role in making their communities safe and vibrant



**Angela Fletcher**

Angela has 30 years of experience in affordable housing and is currently the Director of Housing Management Division with the Denver Housing Authority. Angela is responsible for over 5,000 units of housing and has over 160 employees under her leadership. Angela also ensures standards are maintained at the property level plus quality of life issues for residents and financial stability of the department are met. Angela has a BS in Business Administration with a concentration in Real Estate Management from Peirce College in Philadelphia, Pennsylvania and a licensed Real Estate Broker in the State of Colorado. Angela is also involved with the Institute of Real Estate Management- IREM Chapter 17 – Past President and currently is involved with the Outreach Committee. Angela dedicates time to IREM National and is on the Diversity Advisory Board. In addition, Angela is currently President of the Affordable Housing Management Association -Rocky/AHMA Board.