

About Century

Our work

- Lending
- Development
- Property Management
- Resident Services





Our Mission

We finance, build, and operate **exceptional affordable housing** so that the people we serve may have a **dignified home**, a **healthy and hopeful future** and attain economic independence.



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Century Villages at Cabrillo

Century serves as the backbone of this *27-acre affordable housing community in Long Beach*. Creating the physical and social conditions for more than 15 on-site service providers partners to collaborate and serve the needs of residents. Approximately 2100 people call CVC home, including veterans and families and children who have previously experienced homelessness.

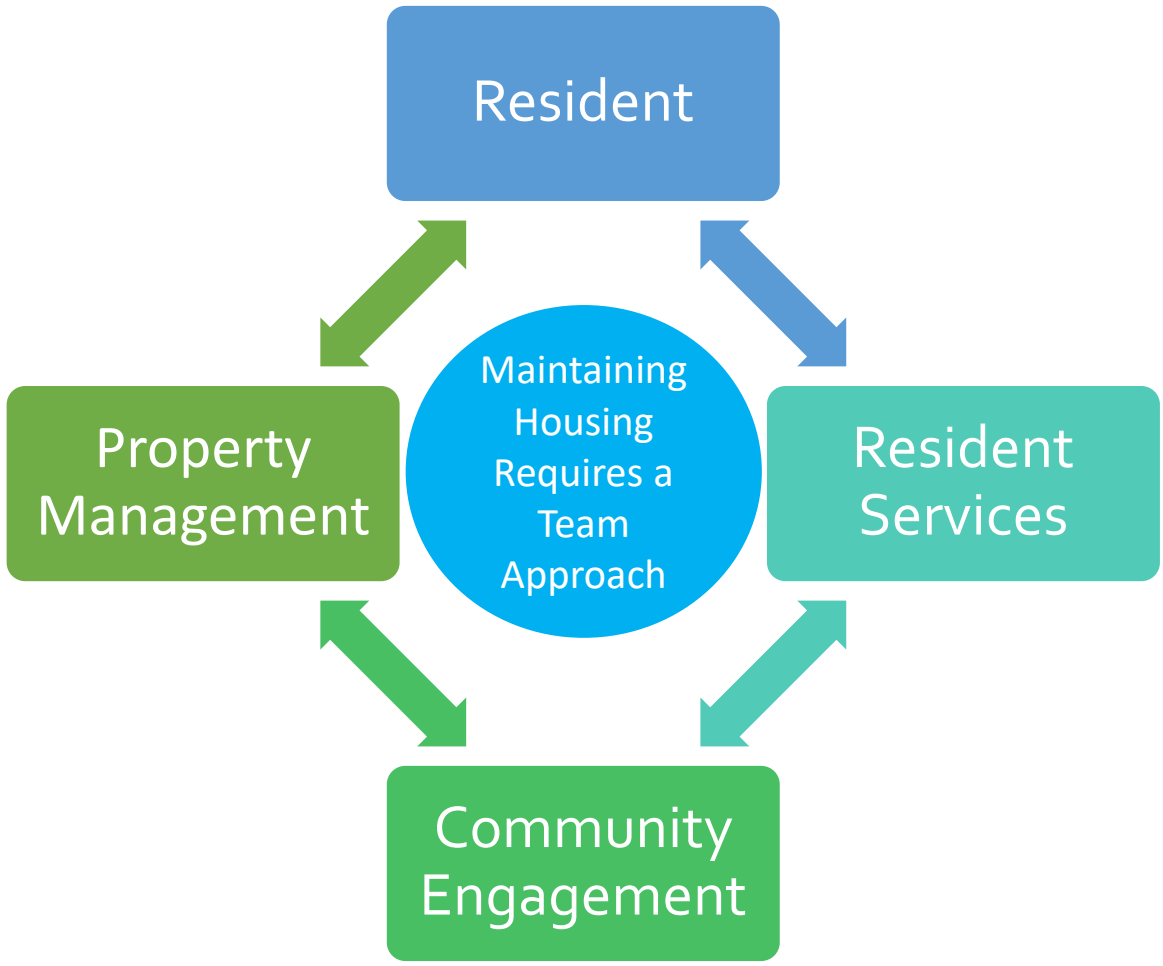


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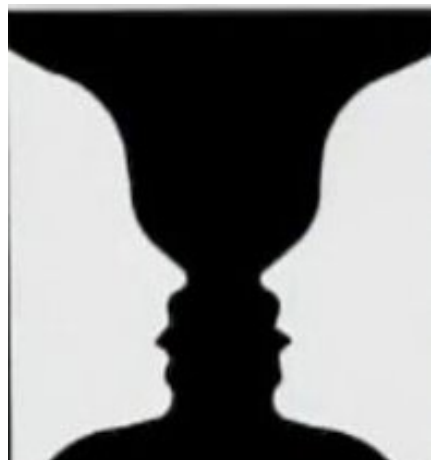
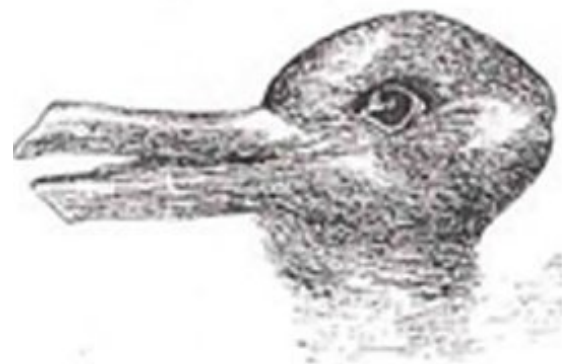
Century's Integrated Approach



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Different Lenses



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The Common Goal

Resident
Services



Property
Management



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PUTTING THE HOUSING RETENTION PLAN INTO PRACTICE

CLEAR
COMMUNICATION

TRAINING

TRUST

UNDERSTANDING
OF ROLES

SHARED LANGUAGE

COLLABORATION

SHARED VISION

ACCOUNTABILITY



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REQUIREMENTS



Patience-with each other and the process.



Flexibility – to work together for the common goal.



Trust- that everyone is working hard to achieve the best outcome for the resident and community.



Commitment-To learning the process, understanding roles/responsibilities. No half-measures!

Expect to negotiate!



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THE TOOLS

Property Services Referral Form

Referred by: _____ Date: _____

Resident Name: _____ Bldg: _____ Unit: _____

Reason for Referral:

Late Rent
 Compliance Issue
 Health/Mental Health Services
 Lease Violation

Case Management support needed
 Incident
 FYI
 Other

If lease violation, indicate HRP Step:
 1 _____ 2 _____
 3 _____ 4 _____ Date Closed _____

PM Report (includes incident reports, other attachments as needed):

Referral form received by _____ Date _____

RS Response:

Next Steps:

CLOSING NOTE:

Signature _____

Property _____ Services _____ Date _____

Name	Unit	Referral Type (e.g. harassment, noise, housekeeping)	Referral Recd	Step 1 (courtesy notice/verbal)	Step 2 (lease violation)	Step 3 (C or CL)	Step 4 (QUIT)	Notes	Closed
Jane Doe	222	Improper disposal of mattress and trash	7/9/2020	7/16/2020				PM agreed to courtesy notice and waiving the charge back since this is the first referral.	
Christy Smith	333	Banned guests ("Bugsy", Thomas Kwaarten, Paul Long)	7/6/2020	7/16/2020				Courtesy notice for banned guests with pictures	
Christy Smith	333	Nuisance - noise and lots of visitors late at night	7/6/2020		7/16/2020			courtesy notice for noise, RS agreed to lease violation for continued behavior.	
Christy Smith	333	Stolen package from mail area	8/24/2020					Courtesy notice 9/28	
D. Jones	444	Damaged number and doorbell	1/13/2020					Chargeback to follow	
D. Jones	444	smoking in front of unit and throwing cigarette butts in flower bed	8/19/2020						
D. Jones	444	feeding the feral cats and leaving cat food outside	8/19/2020						
Jim Doe	555	Disturbing the peace (fighting w/ girlfriend), abusive behavior with towards PM and Maintenance staff	4/2/2020	4/2/2020	4/8/2020	6/2/2020			
Jim Doe	555	Disposing of furniture items improperly, left in hallway outside of unit	4/2/2020	4/2/2020	6/2/2020		9/28/2020	RS spoke with resident about proper disposal 4/2/2020 returned from dispute and is looking for an AA meeting 6/15/2020 9/18 new incident	
Jim Doe	555	"w/m" was removed from lease but is still living there	7/9/2020	7/16/2020					
Jim Doe	555	Non compliant with Bed Bug treatment	7/9/2020					PM to put him back on tx schedule & will provide notice to enter	



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EVICTION CRITERIA

Questions to Ask Ourselves

1. What is the problem? Do we have all the facts? Have we conducted a fair, complete and thorough investigation?
2. Does the incident represent a lease violation?
3. Is a child or minor responsible for the problem? Is the parent willing to address the problem and make amends, if necessary?
4. Have we involved the appropriate service provider and/or government agency?
5. To what extent does the incident or incidents jeopardize the health, well-being and safety of others in the community?
6. Is the person or household preventing others from achieving their potential, from building dreams, and/or reintegrating into society?
7. Is the behavior persistent, unmitigated, and unaddressed?
8. Are the behavior offensive, deleterious and/or a detriment to the community?
9. Is the behavior creating barriers for others and precluding their recovery and/or growth?
10. Have we made a good faith, concerted effort to preserve housing?
11. Does the resident and/or household wish to preserve its housing at CVC?
12. Does the service provider support the case for preservation?
13. Has the individual or household been afforded an opportunity to cure, if appropriate?
14. Is our decision consistent with Mission, Values and Vision?
15. Do we have the documentation to reasonably expect to prevail in a court of law?
16. Have we appropriately administered our Four Step Housing Retention Plan and been unsuccessful in our efforts to preserve/retain housing?



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ACTIVITIES AND RESULTS

- 200 households in PSH data set
- 132 referrals made 2018-2021
- 120 closed/cured cases ~ 94% retention ratio
- 12 cases remain open
- 5 evictions



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GLOBAL OUTCOMES



RETAINED PERMANENT HOUSING AT CVC

	BENCHMARK <i>Home for Good: Standards of Excellence</i>	CVC			
		2016	2017	2018	2019
6-month Housing Stability ¹	90%	99%	99%	98%	98%
1-year Housing Stability ²	85%	91%	97%	95%	96%

¹Permanent residents who moved in after June 30, 2019, and were in residence on December 31, 2019, were not included in the calculation of the six-month housing stability rate as they had yet to pass the six-month housing mark.

²Permanent residents who moved in after January 1, 2019, and were in residence on December 31, 2019, were not included in the calculation of the one-year housing stability rate as they had yet to pass the one-year housing mark.