



# Get to know your TAC!

Who? What? Where? When? Why? How?

## Property Owner: Community Home Trust (CHT)

- *Nonprofit*
- *Makes financial decisions*
- *Works with TAC, BOM, and Property Management*

## Tenant Advocacy Committee (TAC)

- *Volunteers*
- *Tenants*
- *Meet regularly*
- *Represent community members with CHT, BOM, and Property Management*

## Board of Managers (BOM)

- *Advisory only*
- *Volunteers*
- *Assists CHT with operations*
- *Receives input from TAC*

## Property Management Company

- *Manage day-to-day operations*
- *First point of contact for tenants*
- *Enforce lease*
- *Manage maintenance*
- *Available 24/7*

The **Owner** of the property is Community Home Trust (CHT). CHT is a nonprofit whose mission is to strengthen the community with permanently affordable housing opportunities. CHT works with the TAC team, Landings Board of Managers and property management company to maintain a safe, healthy community. CHT makes all financial decisions for the property and delegates to the management company the management of all day-to-day operations.

The **Tenant Advocacy Committee (TAC)** is a group of Landings tenants who volunteer to be available to all residents at the Landings; to listen to tenant concerns and discuss those concerns with the owner, property manager, and Board of Managers when necessary; and to collaborate to solve problems and promote and plan community engagement activities and educational events. TAC meetings are held regularly and all tenants are welcome to attend. TAC members are always available to discuss issues individually with residents.

**Contact the TAC** for maintenance requests that remain unresolved after contacting the property manager; coordinating community events for tenants and surrounding communities; communicating property safety concerns and property improvements; and assistance with neighbor differences in conjunction with property manager.

The **Board of Managers (BOM)** serves in an advisory role only. The BOM assists CHT with operations of the Landings including reviewing the annual budget, making recommendations to CHT for issues related to asset preservation and budgeting, and supporting community health and safety. When necessary, the BOM works with assistance from the TAC team to make recommendations to CHT and maintains any other responsibilities delegated by CHT. The BOM receives recommendations based on feedback from the TAC including tenant concerns and property management compliance.

The **Property Management Company** includes the site manager and maintenance person, who manage day-to-day operations of the property and are the first point of contact to resolve maintenance and property concerns. Responsibilities include filling vacancies, collecting rent, responding to maintenance requests, maintaining the grounds of the property, enforcing the lease, performing recertifications, managing capital improvement projects, maintaining the fiscal records of the organization, ensuring compliance with all funding partners, and others.

**Contact the Property Management Company** for maintenance issues including after-hours emergencies, property safety concerns, property updates, recertifications, special accommodations, rent disputes, and assistance with neighbor differences in conjunction with the TAC team.

## **CONTACT YOUR TAC REPRESENTATIVE:**

### **100 building:**

John Owen, jolesowen@gmail.com or Tanya Pace, pacetanya@gmail.com

### **220 building:**

Annie Judd, carmelcandyapple27707@yahoo.com

### **300 building:**

Jennifer Kimbrough, gobearschicago@yahoo.com or Darlene Scott, jambiljon58@yahoo.com

### **Townhomes:**

Breann Mendez-Vadiviezo, mendezbriann8@gmail.com