

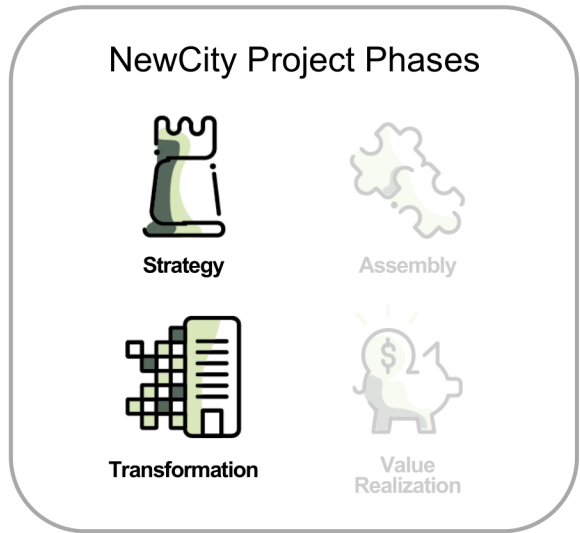
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Managing Tenant Logistics to Turn Over 24 Units


Can strong management turn a nightmare into a dream?

A Maryland regional housing authority needed to update exteriors, systems and finishes at an affordable housing project but couldn't figure out how to avoid mass tenant disruption. NewCity provided strategy, communications, logistics, and construction capabilities to turn over the project. NewCity found furnished temp housing and facilitated moving, storage, and return to occupancy for tenants in 3-week cycles. The building was renovated in 115 days, giving the housing authority a community-relations win as the last happy tenant moved home two days before Christmas.

By coordinating communications, logistics, and unit renovations, NewCity was able to help the public housing agency upgrade its housing stock with minimal disruption to tenants.



 **115**
days of renovation

 **6**
3-week cycles

 **4**
units per cycle

Value Creation Strategies

- Actively manage community expectations
- Handle logistics of tenant moves as part of a comprehensive operational process
- Complete cosmetic and systems upgrades of existing units
- Complete the project on time and budget

Project Story

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Project Details

Project Type

Occupied turnover of a 24-unit public housing community.

Business Context

Provide the strategy, communications, tenant assistance, and rapid renovation to extend the viable lifespan of a public housing asset through cosmetic and systems renovations.

Starting Point

The housing authority had a fully occupied property with out-of-date exteriors, finishes, and systems.

Key Challenges

- Transform the structure without disrupting the lives of the tenants.
- Communicate the strategy and logistical plan to the community to gain their cooperation.
- Source alternative housing and temporary storage for the tenants during the construction.

NewCity Alchemy



Approaching the project with both customer service and development perspectives was critical. Success meant delivering more than a building transformation. It required a complete package of services to help get tenants on board with the change, provide the logistics to move tenants and their belongings out and back in again, and complete the physical building transformation work. Doing the work in successive waves of four units at a time allowed the project to proceed quickly with minimal disruption for the building tenants.

"NewCity has been one of our most reliable contractors and has completed an extensive rehabilitation of a 24-unit property, requiring a fast turnaround and temporary re-housing of tenants. The project was turned around on time and within budget during the holiday season despite a number of moving pieces."

— Marcus Howard, Howard County Housing

