

DWELLING PLACE OF GRAND RAPIDS
RESIDENT ENGAGEMENT COMMITTEE

March 18, 2021

Approved September 15, 2021

MEMBERS PRESENT Bill Anderson, Annamarie Buller

MEMBERS ABSENT Dondrea Brown, Leah Carpenter, Kristin Moretto

STAFF PRESENT Jonathan DeHaan, Julia Ervin, Jess Fisher, Heather Ibrahim, Brian Molhoek, Zoe Post, Jenn Schaub, Latrisha Sosebee, Denny Sturtevant, Alonda Trammell

The meeting was convened at 10:09 AM by Ms. Buller.

APPROVAL OF MINUTES **Approval of the February 24, 2021 minutes were approved by motion of Bill Anderson, supported by Annamarie Buller and carried unanimously.**

COMMERCIAL TENANTS Ms. Ibrahim gave an overview of the 45 commercial units owned by Dwelling Place, the majority of which are live/work spaces located throughout Grand Rapids. Tenants operate a variety of businesses, including retail spaces, art studios, food service, and nonprofits. These individuals also connect with Dwelling Place through its Community Building & Engagement staff, who help engage commercial tenants in economic development activities, neighborhood associations, local events, and even service on Dwelling Place committees. As with other residents, commercial tenants were contacted frequently throughout the pandemic by Dwelling Place staff who were able to connect them with essential resources. The continued development of these businesses has helped alleviate some of the behavioral health concerns on Division Ave.

RESIDENT ENGAGEMENT SURVEY Ms. Schaub shared the resident survey results for properties scoring below the 80% satisfaction threshold with the following notes:

- All properties achieved a $\geq 20\%$ response rate, but 5 properties had fewer than 5 residents participate in the survey.
- 5 properties fell just shy of the 80% threshold, scoring 77.24%-78.10%.
 - The Property Management section at 4 of 5 of these properties *did* achieve the 80% satisfaction rate.
 - Engagement opportunities are limited as there are few community spaces and RSCs.
- The properties with the lowest ratings averaged 73.06% for Property Management and 69.10% for Resident Engagement.
 - Residents at these properties participated in wellness from staff throughout the Covid-19 pandemic.
- Affordable housing properties had a significant increase in apartment management satisfaction (an average increase of 7.72 percentage points)
 - Gardening and art activities have increased at these properties.

Staff will provide an overview dashboard and presentation of the survey results at the April board meeting, explaining to board members that while the survey is not necessarily conclusive, it does allow for an opportunity to dig deeper into engagement activities and ask questions.

**UPDATES/OTHER
BUSINESS**

Ms. Post and Ms. Buller will contact committee members to find a recurring meeting time that works for everyone.

Support services staff will give a presentation at the next meeting responding to the resident survey data.

ADJOURNMENT

The Resident Engagement Committee was adjourned at 11:33 AM by Ms. Buller.