

5/7/14 Research Results

What kinds of things have you done to try to increase income/decrease expense for your agency

1. Scaled back one FT position to PT position
2. Ended security contract
3. Internet Broadcast System (automated system to send phone and email messages) & Docuware (scanning software)- although these have reduced office supplies they increased contract costs so not pure savings
4. Regular rent increases, including flat rents
5. Energy efficiency upgrades
6. Quit buying Styrofoam cups & purchased glasses & cups
7. Rent commercial space
8. Purchase on state contract
9. Procurement credit card rebate
10. Reduced size of fleet, when buy new vehicles buy more efficient ones
11. Reduced size of parts inventory

We have coin operated laundry

We charge for use of the Community Room

We check to make sure taxes are taken off invoices

Have upgraded to black and white high volume laser printers. Savings in ink has more than paid for the printers. Upgraded copier to scanner to save postage. In near future, going to online web applications, waiting list status requests and changes to free up intake.

We rent out our community room. There it is \$75.00. If the room is left clean and in proper order they get \$25.00 of that back.

We do as much in-house, rather than contracting out, as possible. Have tenants bring in as much verification themselves, rather than mailing off paper verifications for employment, bank accounts, etc. We do our own pre-REAC inspections. Changing phone plans saved the Authority around \$130 per month! It doesn't hurt to check things like that out. Take advantage of clipping out coupons for office supplies and use free shipping whenever possible. We have limited what information we put into commissioners packages for board meetings. The minutes and financial reports are reviewed prior to the meeting. It cuts down on paper and postage. If we know ahead of time a board member will be absent, we don't send out a package, but give them an opportunity to review the agenda items if they would like. We salvage whatever is still usable from old appliances. Sometimes you just need a knob or switch.

- 1. coin operated laundries**
- 2. renting out community rooms**
- 3. rented out to head start buildings**

- 4. increased rent deposits**
- 5. keep a good eye on inventory**
- 6. taking low bids from vendors**
- 7. tenant charges were raised**

Small pha just watch all expenses, have saved a lot of money by comparing maintenance item prices on line.

My attempt to decrease our water bill has been reminder notices to the residents that they use water as needed, but not to be wasteful. Reminding them that the lease states "use in a reasonable manner".

No car washing, no non-resident friends to coming over to do their laundry, no water hoses left running, etc. I always try to state that this is a great place to live because we all work together to make it so.

We rent out the building to help generate additional income. \$300.00 per event

We researched what laundries were charging and raised ours to comparable amounts. We do rent our community rooms to some groups. We have saved a good amount of time, postage & supplies by requiring direct deposit for all HAP and Utility Reimbursement payments.

Coin operated laundries at some sites

We have done many capital improvements to reduce energy costs, such as installing solar power for domestic hot water at the elderly high-rise - cost \$50,000 - dropped the natural gas bill by \$15,000 a year. Purchased energy star appliances with capital. Condensed the staff and have less staff than we used to have. The existing staff do more and get paid more but we still save and especially save on less benefit packages/less staff.

Increased community room rental from \$25 to \$50

We have coin operated laundries, rent out the community room, and watch expenses, buy supplies as needed, and try to keep apartments rented and rent collected timely.

Extended Maintenance Services to the Tax Credit properties.

We charge \$125.00 to the public and \$50.00 for the residents. We are going to incorporate this year a Deposit along with the \$125.00 rental fee. (community room)

We asked who would like to "volunteer" to reduce their hours to cut costs and some working moms who wanted to be home when their kids were home were glad to leave a little early. We have all direct deposited checks to landlords now. We save on postage and check costs.

My maintenance staff are trying to keep more repair items on hand and they are able to make most all of repairs needed. This cuts down on our fuel costs as well. We seldom contract much out. They are also communicating much better with me about tenant damage and we are recovering more of these expenses than before. We have reduced a part-time office staff.

We rent our community center for birthday parties, showers, etc.

We have laundry room for residents. Washer and Dryer take one token each. The tokens are \$1.00 (purchased from office). PHA keeps 48% of funds and laundry service company keeps 52%. This isn't a lot because PHA pays for water and electricity, however it is a convenience for our residents. It is only open during regular business hours.

We did a cost/revenue analysis on every income stream we had. We eliminated renting out the Community Room, because it was not cost-effective. By the time we paid someone to come open up the office, come back to close the office, and then rearrange and clean the Community Room on Monday, we were incurring \$123 in expenses to make \$50-\$75 each weekend. We now manage another agency, which gave us \$72,000 in revenue last year for one or two days' monthly worth of work. We took on private property management. We send out ask letters to community businesses for sponsorships for large Tenant Services events.

Community room rental, vending machine, careful monitoring of tenant damages during inspections and charging for repairs, strict policy on late fees and collection of other charges

increase/adjust tenant charge back policy ... to be more realistic to open market cost.

we do rent out our community room

We only purchase items when needed and we do have a Laundry Room at our Senior Development that we take care of and the proceeds go to pay off the purchase of the equipment and then to income.

Reduction in staff, purchasing process, contracting procedures (on TEXAN phone system, Verizon contract, etc), and anything else we can think of.

1) Increase Security Deposits to avoid write-offs; 2) Community Room rental provides close to \$10,000 annually; 3) energy-related water items to reduce consumption (already dropped \$2,000 monthly); 4) charge for in/out faxes, copies and notary services (unless it is directly related to the rental calculation); 5) online applications and use of website to reduce copies used; 6) exterior solar lamps for night-time lighting (will eventually save \$1,000s.); 7) and anything else we can hear about.

We are doing group annual re-certifications (Lubbock educated us), minor repair forms to be signed by landlord and tenant (attached), and on-line wait list for applications.