

Asset Improvement Method (AIM) Process Casa Dominguez: Lessons Learned

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ULI LA Housers
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About Abode Communities

Established in 1968, Abode Communities' has found success through the strength of its fully integrated, multidisciplinary approach to the production of service-enhanced affordable housing.



Core Groups

Architecture

Real Estate Development

Property Management

Resident Services



Core Values

Who We Serve

Families, Seniors & Special Needs
Populations

What We Build

Service-enhanced affordable
housing

What We Achieve

Great communities

Abode Communities builds
sustainable multifamily affordable
housing that transforms lives and
creates opportunities for greater
social, economic and physical
change.



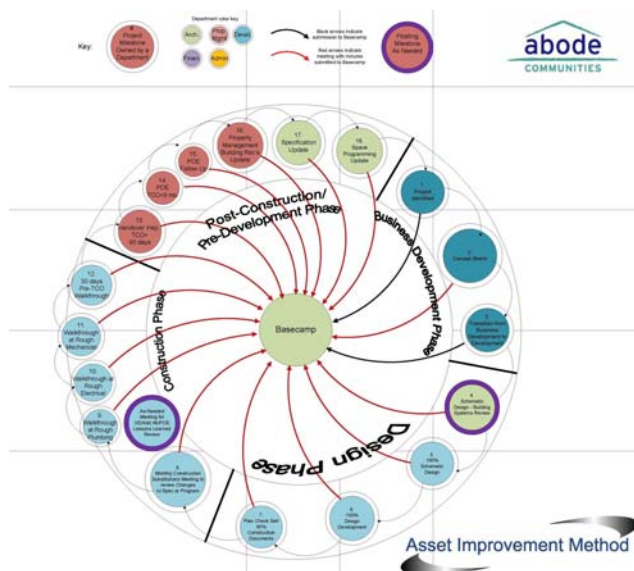
Our Developments

Currently, we own **34 properties** throughout the region that are home to more than **4,000 residents** and have invested nearly **\$300 million** in real estate development in working and middle class neighborhoods.



Asset Improvement Method (AIM)

From Business Development to Operations



Why AIM?

- Continually improving product
- Established standards
- Preserves institutional memory
- Avoids repeating mistakes
- Creates consistency
- Enhances efficiency



Purpose of AIM

- Interdisciplinary coordination
- Chart decision points
- Prompt discussions
- Communicate changes
- Preserve integrity of specifications
- Document process
- Make Post-Occupancy Evaluation (POE) a living document



How Does AIM Work?

- Program statement
- Convene cross-divisional meetings at key phases
- Documentation and specifications



Post-Occupancy Evaluation (POE)

When
6-9 months after operational start, before warranty period ends

Who
Internal and external team members

Where
Project site

Tools
Walk-through checklist and tenant surveys



Purpose of POE

- Identify design flaws
- Identify construction flaws
- Ensure components are operational
- Ensure site staff is trained
- Gauge resident satisfaction
- Correct identified flaws
- Improve specifications
- Improve resident satisfaction
- Enforce warranties

Summary of Findings Technical Walkthrough		Project
		personnel
		date
POST-OCCUPANCY EVALUATION		
1 Excellent	Exceeds Performance Criteria	
4 Good	Meets Performance Criteria	
3 Fair	Meets Minimums to Operate, Which Need Monitoring	
2 Poor	Requires Corrective Work (Non-Emergency) Within 1 Year	
1 Unsatisfactory	Requires Immediate Attention and Corrective Work	
		Rating
		Notes
1	Exterior Walls	
2	Roofs	
3	Interior Walls	
4	Ceilings	
5	Finished Floors	
6	Lighting	
7	Electrical	
8	HVAC	
9	Plumbing	
10	Doors & Hardware	
11	Windows	
12	Site	
13	Site & Building	
		Project Average
General Walkthrough Notes:		

POE Tools – Resident Survey

Casa Dominguez Post Occupancy Evaluation

1 2 3 4 5
Rating Scale
Strongly Disagree ← → Strongly Agree

Green Features (Continued)

I am happy with the space heating in my apartment.
Comments: _____

I am happy with the summer air temperature in my apartment.
Comments: _____

It is easy to cool down my apartment.
How do you cool off your apartment? Check all that apply:

Open windows

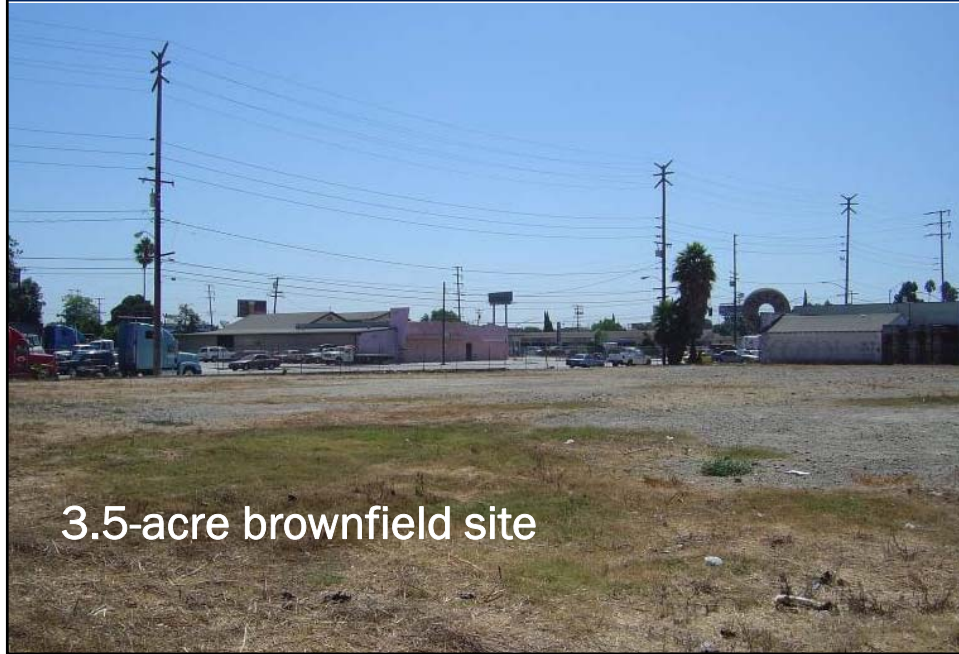
Use Economizer (Built-in Fan Unit)

Use window fans

Other method

Comments: _____

Case Study: Casa Dominguez - Before



Casa Dominguez - After



Casa Dominguez - After



Community Room

Casa Dominguez - After



Computer Lab

Casa Dominguez - After



Casa Dominguez - After



Casa Dominguez – Lessons Learned

Predevelopment & Construction

- Balance cost containment and product type with community development goals
- Entitlements in dual jurisdictions
- Engage service partners throughout design
- Assemble the best team possible
- Beware of new sustainable building technology and building sign-offs



Casa Dominguez – Lessons Learned

- Educate and train site staff and residents on green features
- Manage LEED certification testing process
- Plan for upgrades and wish-list items



Casa Dominguez – POE Lessons Learned

- Commission each building system when implementing new technology
- Non-smoking policy could lead to off-site smoking and public nuisance
- Retaining LEED certification while addressing unintended consequences



Casa Dominguez – POE Lessons Learned

- Proper installation and use of economizers
- Narrow deep gap between buildings creates insecurity
- Signage and entry elements to distinguish child care and clinic entrance
- Extend height of trash enclosure
- False drainage elements provide excellent nesting location

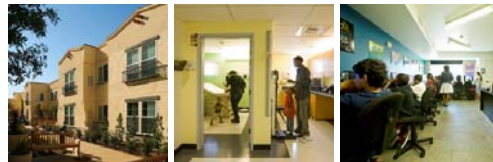


Casa Dominguez – POE Lessons Learned

Understand licensing requirements for community facilities



Great design intent versus long-term operations



Questions?

Casa Dominguez: Lessons Learned Through AIM and POE

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