External Training and Development
Forward Thinking Compliance Strategy

- Always
- Add
- Value
Pathways to Adding Value

- **Training Curriculum**
  - Test Out/Test Down Training
  - Short eLearning bursts
  - Engagement

- **Conferences**
  - Promote new ideas and industry best practices
  - Collaborate for shared success
Pathways to Adding Value

- **Continuous Development**
  - Clear expectations
  - Common goals
  - Consistent information sharing and guidance
  - Accountability
  - Open lines of communication
Pathways to Adding Value

- **Improved Tenant Relations**
  - Tenant Complaints
  - Avg. of 24 complaints/month
  - 80% of complaints are responded to by DCA
    - Compliance
    - Health & Safety
Pathways to Adding Value

- **DCA Resident Letter**
  - Tenant rights
  - Tenant responsibilities
    - Tenant rights
    - Tenant responsibilities
      - Provide in welcome packet
      - Place on resident doors
      - Email
      - Post in office

- **Tenant Resources**
  - Community assets
  - Increased quality of life and community
  - What’s in your community?
Pathways to Adding Value

- National Council of State Housing Agencies (NCSHA)
  - Forms under review
    - Employment Verification
    - Student Verification
    - Tenant Income Certification (TIC)
    - Under 5k Asset
    - Zero Income
  - Policy Updates
    - Email Blast
Georgia Department of Community Affairs