



Northwest
Housing
Alternatives

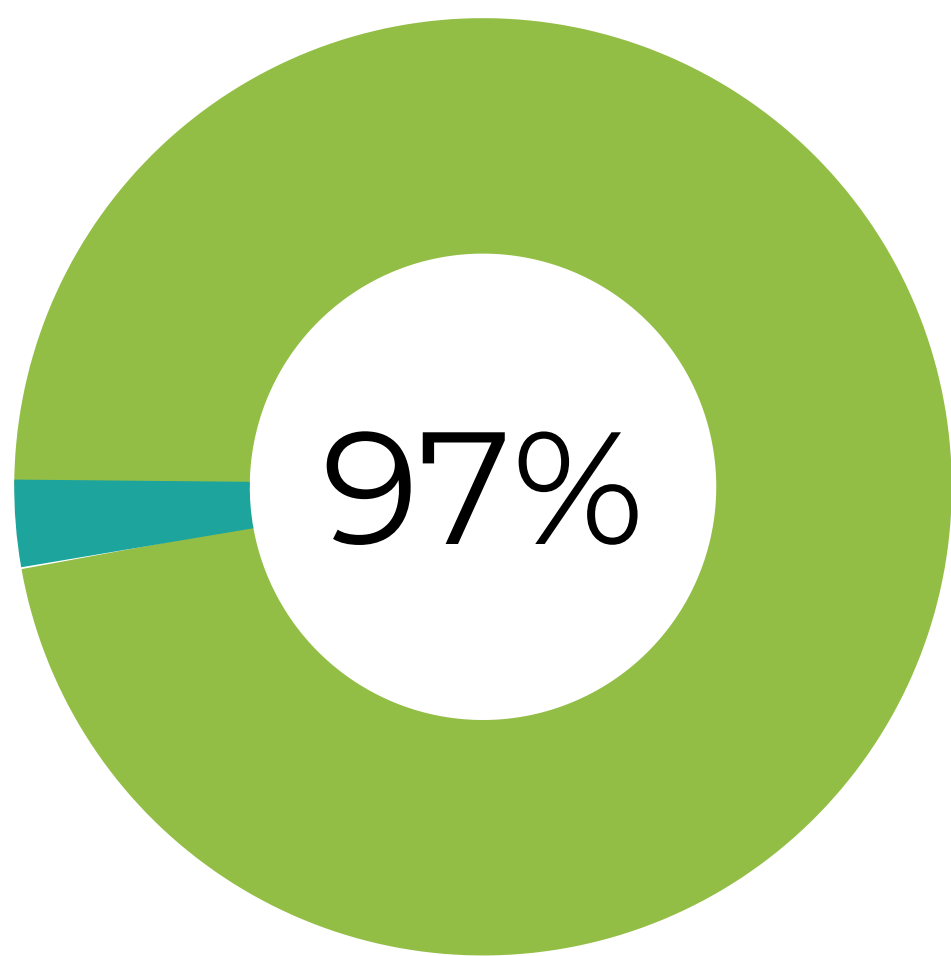
Resident Services

Resident Services creates strong and healthy communities.

The department serves 1,594 households across 33 properties.

The primary goal of Resident Services is to maintain housing stability for resident households in order to increase overall community stability.

In 2018, Resident Services prevented

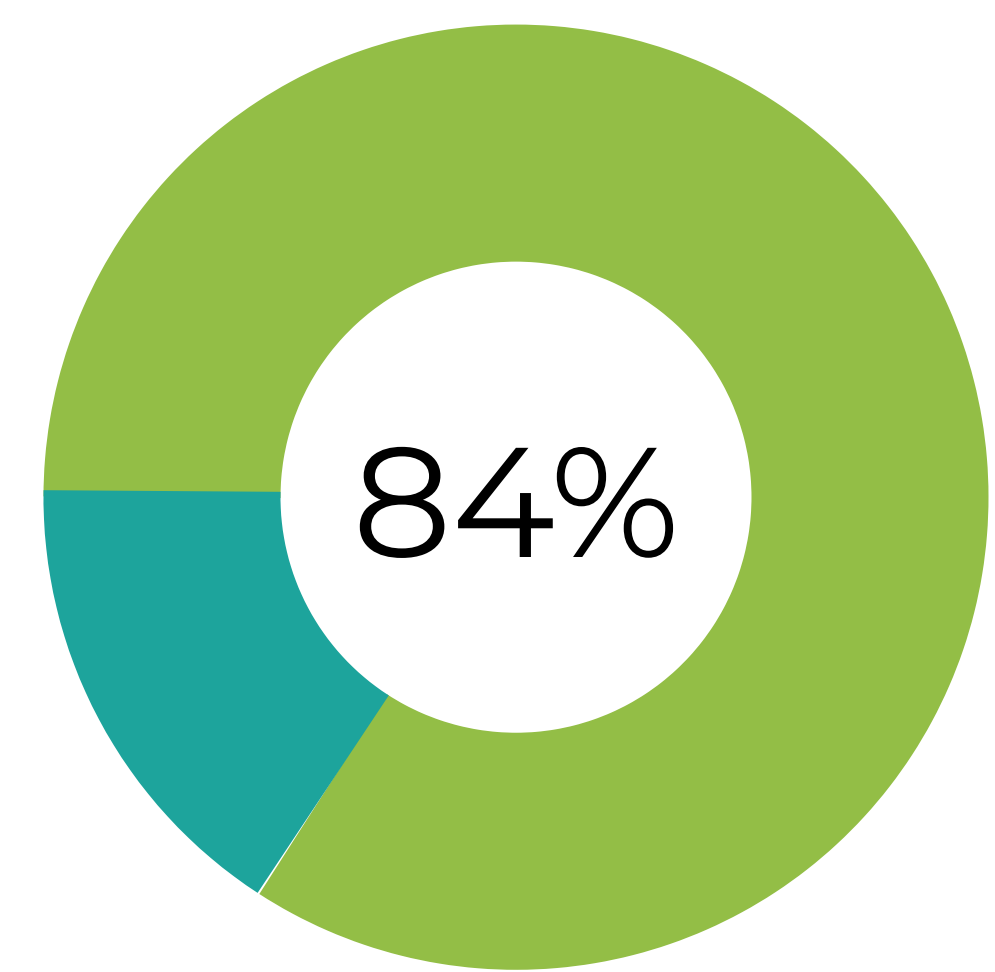


of potential evictions



Resident Services has graduated six households from the IDA program (3 bought their first home and 3 bought a vehicle)

In 2018,



of residents maintained or improved their housing stability

Second, Resident Services connects residents to community resources to meet their needs, providing opportunities for residents to be integral members of their communities.



Fulfilled 8,162 requests for assistance from residents



Successfully brought over \$125,000 of Low Income Home Energy Assistance Program assistance to NHA households via partnerships with Impact NW and SEI

Third, Resident Services creates healthy communities where residents have positive relationships both within the property and outside with support systems – a place where they can call home.



Organized and supported 660 events for resident communities



Maintain more than 60 strong partnerships statewide to help support resident communities