



Faith-Based Development Initiative

“Feeding Faith Leaders with Community Fervor” – Webinar Series Occupancy and Ongoing Operations (Asset and Services Management)

Tuesday, November 30, 2021

11:00am – 12:00pm

- 11:00 am **Welcome**
Timothy Block, Senior Program Director, Enterprise Community Partners
- 11:03 am **Occupancy and Ongoing Operations (Asset and Services Management) – Introduction**
Julia Pierson, Executive Director, Consortium for Housing and Asset Management (CHAM), **Moderator**
- 11:10 am **Asset and Services Management – Overview**
Anna Diaz-Santana, Senior Asset Manager, Enterprise Community Asset Management
-

- The Relationship
- The Asset Manager Role
- Life Stages of the Property
 - Compliance
 - Physical Maintenance
 - Performance Indicators
- Portfolio Trends
- Disposition

- 11:45 am **Questions & Answers**
- 12:00 pm **Closing**
Timothy Block, Senior Program Director, Enterprise Community Partners

Presenters Biographies

Timothy Block, Senior Program Director, Enterprise Community Partners



Tim Block joined Enterprise Community Partners (ECP) in June 2016 as program director. Tim is responsible for leading the organization's work in Faith-Based Development, capacity building of non-profits, and capital deployment efforts for Coordinated Investment.

Prior to ECP, Tim served as director of programs at the Southeast Energy Efficiency Alliance where he was responsible for the overall administration of SEEA's programs including the development of innovative financing options for energy efficiency in the Southeast.

Previously, Tim served as program manager at The Home Depot Foundation and as executive director of Habitat for Humanity Philadelphia.

Julia Pierson, Executive Director, Consortium for Housing and Asset Management (Moderator)



Julia Pierson is the Executive Director of the Consortium for Housing and Asset Management, the only national professional association for affordable multifamily housing asset managers. Through its educational programs, CHAM advances best practices that helps to maintain the long-term strength and viability of affordable housing properties. Previously, Julia led a faith-based community development organization in Baltimore for 12 years. Julia is a life-long resident of Baltimore and has dedicated her career to affordable housing and community development.

Anna Diaz-Santana, Senior Asset Manager, Enterprise Community Asset Management



Anna Santana is a Senior Asset Manager for Asset Management Housing Credit Investments. She provides front line relationship management across a diverse group of stakeholders, actively managing risks, problem solving, and strategic engagement to our various partners. She has been in Asset Management for 16 years and manages a portfolio of 80+ developments in NY, MA, CT, RI, and ME.

She holds a Master's in Divinity and Theology from Northeastern Seminary and a bachelor's degree from Sarah Lawrence College.