



Quality Affordable  
Housing Communities

# Leading Staff Behavior Change for Greener Buildings

Presentation by: Linda Mandolini  
Executive Director, Eden Housing



Eden Housing, Inc.  
22645 Grand Street  
Hayward, California 94541  
510.582.1460  
[www.edenhousing.org](http://www.edenhousing.org)

Going Green: It's not just about  
the buildings, it's how we live  
and work in them.

# The Goal





**Phase I: Portfolio  
Retrofitting Energy**

# Year 1 Results

- Usage Savings:
  - Water: 14% – 38.9%
  - Energy: 25% (47% @ solar properties)
  - Trash: 1 pick up per week at properties w/sustained recycling programs
- Cost Savings:
  - Water: 18% – 23%
  - Energy: 16% (29% @ solar properties)
  - Trash: 20% – 25%

# Phase I: Train the Staff



Green  
Operation &  
Maintenance  
Manual

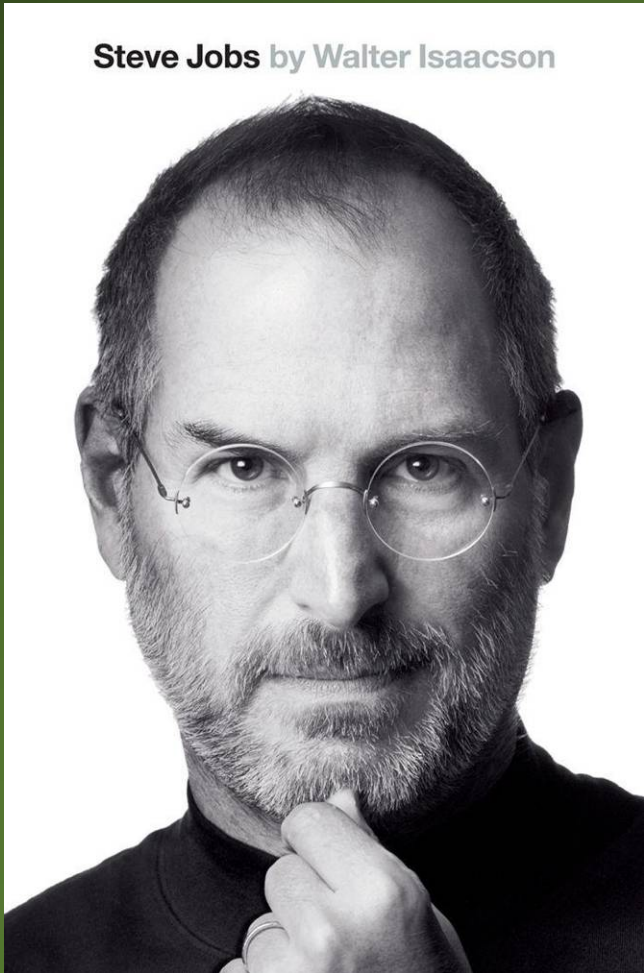


# Lessons Learned: Think Endurance Event



# Lesson Learned: Stay Focused

Steve Jobs by Walter Isaacson



Deciding what NOT  
to do is as important as  
deciding what to do.

Steve Jobs



# Lesson Learned: Make Green Part of the Existing Culture



# Lesson Learned: Recognition is Essential



**CALIFORNIA SUSTAINABILITY ALLIANCE**  
2010 Sustainability Showcase Awards

**Eden Housing**  
Award Winner (Multifamily Housing)

**Green Affordable Housing**  
Estabrook Place is a 51-unit, affordable senior housing development located close to San Leandro's downtown corridor. This infill model green development features low VOC paint, recycled carpet, ENERGY STAR® rated appliances, dual-flush toilets, a solar hot water system and high efficiency irrigation. More than 80% of jobsite waste was reduced, reused or recycled and the residential units were built to be 28% more energy-efficient than required by California's Title 24 2001 building energy standards.


**Community Outreach and Education**  
Eden's innovative programs strongly encourage sustainable living practices among residents and surrounding communities. Through Eden's Digital Connectors and Think Green programs, low-income youth living in Eden Housing properties lead in educating themselves, each other, their families, and their communities on how green practices foster a healthier community and planet. Not only do these programs result in knowledge-sharing and education, but they contribute greatly to developing skills, raising self-esteem, and empowering youth to become leaders in their communities.

**Planning Green Neighborhood Development**  
Eden Housing's Miraflores project, still in the predevelopment phase, is designed to be registered under LEED for Neighborhood Development (LEED-ND). The project features affordable housing (LEED-ND). The project features affordable housing for seniors, amenities for kids, and universally accessible units for people with disabilities. The site features include creek restoration, urban agriculture, new bike paths, and plenty of trees for shade.

# Lesson Learned: “Skate Where the Puck is Going, Not Where It’s Been”, Wayne Gretzky

## What The Failure Of The Super Committee Means

Marc Davis, provided by

 INVESTOPEDIA

Tuesday, November 29, 2011



## Redevelopment projects face funding cutoff

Marisa Lagos, Chronicle Staff Writer

Friday, January 14, 2011

# Next Steps: Measure Results

## Maximizing Mission System™ Performance Scorecard

Measure	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 Occupancy rate	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Target	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%
Variance	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
2 Vacancy Loss	0	0	0	0	0	0	0	0	0	0	0	0
Target	784	784	784	784	784	784	784	784	784	784	784	784
Variance	784	784	784	784	784	784	784	784	784	784	784	784
Cumulative Variance	784	1,568	2,352	3,136	3,920	4,704	5,488	6,272	7,056	7,840	8,624	9,408
# of days to complete												
3 workorders	7		-3	0		1		0				67
Target	2	2	2	2	2	2	2	2	2	2	2	2
Variance	-5		5	2		-1		2				-65
4 % of qualified applicants												
Target												
Variance												
# of days to make vacant unit												
6 ready to rent												
Target	5	5	5	5	5	5	5	5	5	5	5	5
Variance												
# of monthly Internal Property												
7 Inspections			25						26	1		
Target			26						26			
Variance			-1						0	1		
# of monthly preventive maintenance tasks/duties												
8 complete	12		27	19	15	33	18	22				22
Target	13	14	14	12	11	13	13	11	12	16	12	10
Variance	-1		13	7	4	20	5	11			10	
9 # of accurate recerts												
Target	5	5	5	5	5	5	5	5	5	5	5	5
Variance												
10 # on waiting list BoRms/AMI												

# Next Steps

- Additional Retrofitting – Water & Acquisitions
- Information sharing – Blog
- Tenant Incentives
- Make Green Routine!