



Better Buildings Neighborhood Program
Multi-family/Low Income Peer Exchange Call: *Tenant
Education and Training*

Call Slides and Discussion Summary

July 28, 2011

- Call Logistics and Attendance
 - What tenant education questions or needs do you have?
- Tenant Education Resources and Program Experience:
 - Emily Mitchell, Enterprise Community Partners (ECP)
 - William Ho, ECP, Alameda County, CA
- Grant Project Discussion:
 - What is your program doing?
 - How can tenant education complement other aspects of your program?
 - What works well (and what doesn't)?
 - What resources can you share? What resources do you need?
- Potential Future Call Topics

Participating Grant Programs

- Phoenix, AZ
- New Hampshire
- Kansas City, MO
- New York
- Connecticut
- Oakland, CA
- Alameda County, CA
- San Francisco, CA
- Chicago, IL
- Columbia, MD
- Michigan
- Portland, OR

Enterprise Green Communities Resident Engagement



Enterprise Green Communities

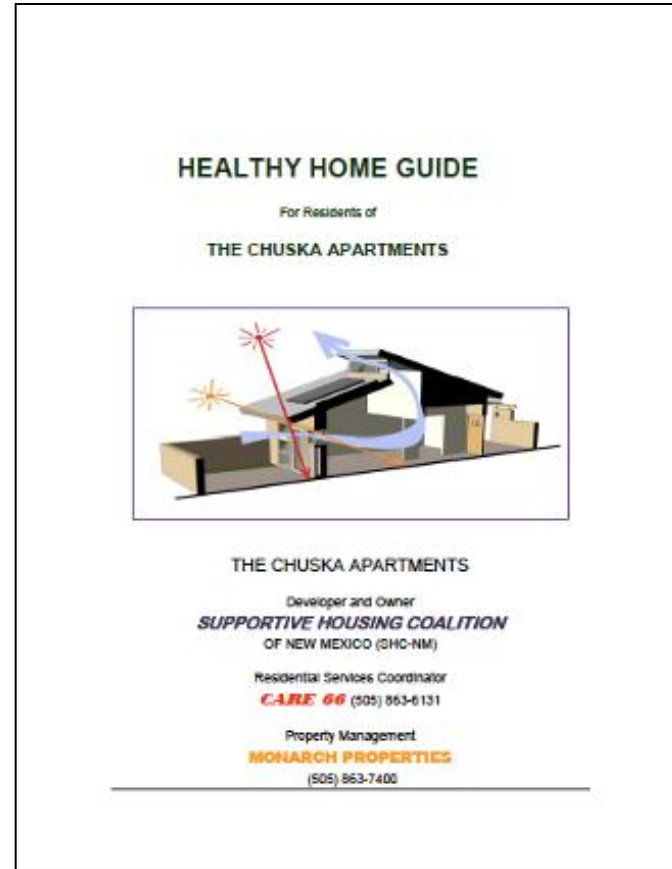
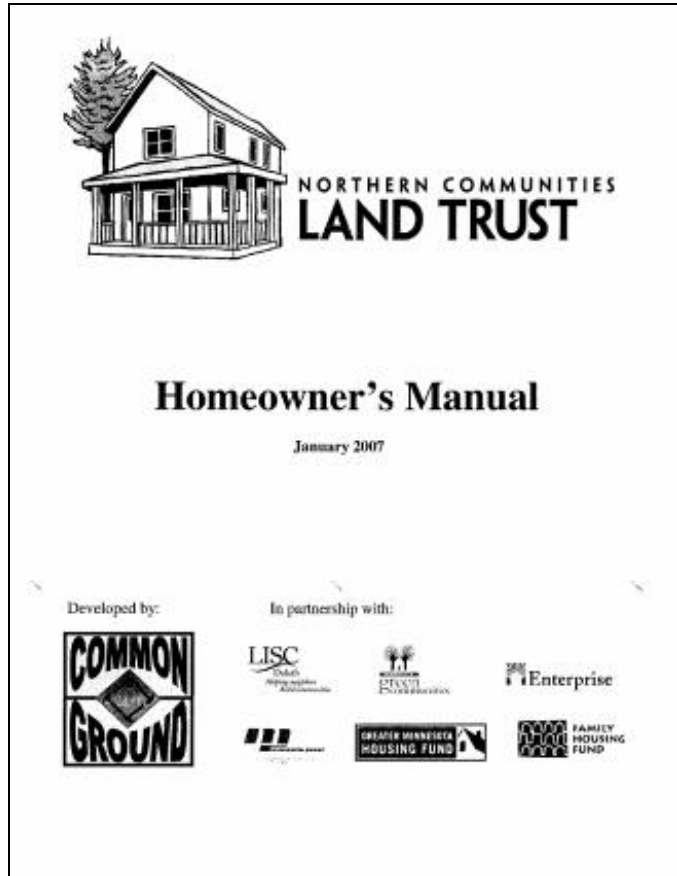


In 2004, Enterprise launched Green Communities with a bold aspiration to prove that:

- Green affordable housing can deliver health, economic and environmental benefits to residents.
- Green and affordable can be one and the same.

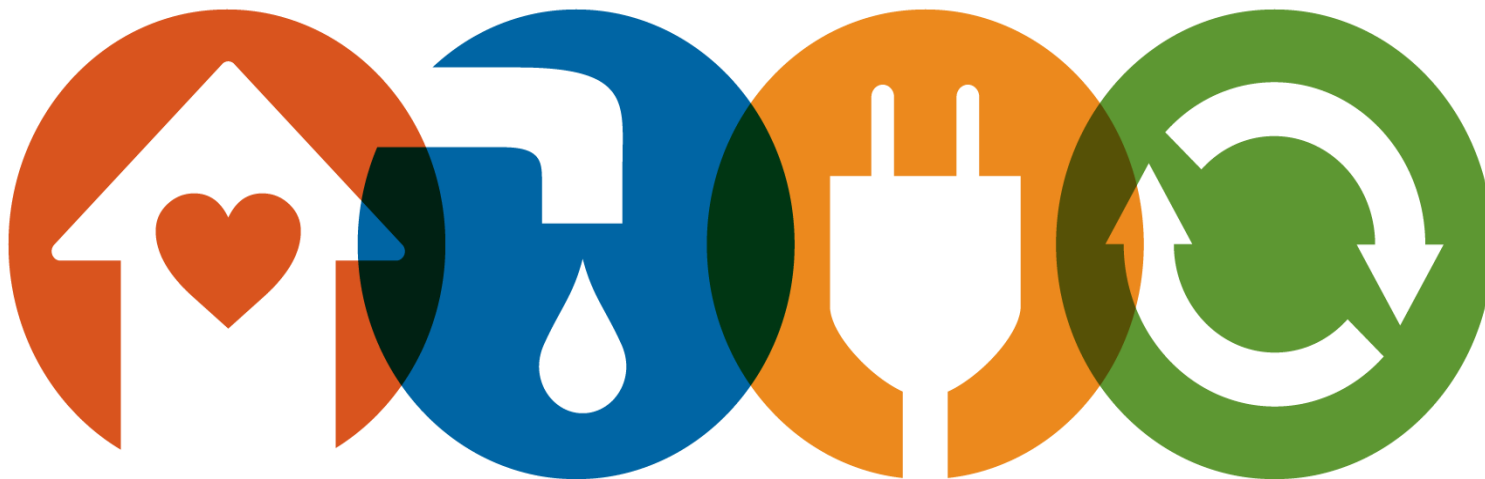


Green Manuals



GREEN & HEALTHY LIVING:





Resident Engagement Training in a Box



EASY IMPROVEMENTS FOR YOUR HOME WORKSHOPS

7/28/2011

8

WORKSHOP	CONTENT	DURATION
 ENERGY CONSERVATION	<ul style="list-style-type: none"> • PowerPoint slides • Exercise 1: Reading a Utility Bill • Discussion: How to Reduce Energy • Exercise 2: WATT Do They Take? • Video: How To Read A Utility Bill (Trainer resource and/or in class use) 	30 minutes
 WATER CONSERVATION	<ul style="list-style-type: none"> • PowerPoint slides • Exercise 1: Discover Your Water Habits • Exercise 2: How Much Water Can I Save? • Discussion: Water Saving Actions (Tenant & Property Owner) • Video: Test for Toilet Leaks (Trainer resource and/or in class use) 	30 minutes
 HEALTHY LIVING	<ul style="list-style-type: none"> • PowerPoint slides • Exercise 1: Reading Home Product Labels • Exercise 2: Make Your Own Green Cleaner • Exercise 3: Asthma Breathing Through Straw • Exercise 4: Pest True or False • Video: Breathing with Asthma Demonstration (Trainer resource) 	30 minutes
 WASTE & RECYCLING	<ul style="list-style-type: none"> • PowerPoint slides • Exercise 1: Discover What You Can Recycle • Discussion: Recycling Action Plan • Video: What Can Be Recycled (Trainer resource and/or in class use) 	30 minutes

HOW MUCH WATER CAN I SAVE BY CHANGING MY HABITS?

GOAL Understand the water saving potential of changes in habits.

DIRECTIONS **Step 1:** Provide your best guess of how many gallons of water you might save. Circle the number of gallons you think would be saved each day with each practice. The trainer will help you fill in the "Correct Answer" column at the end of the exercise.

WATER SAVING ACTION	GUESS GALLONS OF WATER SAVED PER DAY (circle your best guess)							CORRECT ANSWER
Shower time less than 5 minutes	1	4	6	10	15	16	20	20
Turn off water when brushing teeth	1	4	6	10	15	16	20	6
Use low flow showerhead	1	4	6	10	15	16	20	16
Turn water off for 2 minutes when shaving	1	4	6	10	15	16	20	4
Fill bathroom sink to wash face	1	4	6	10	15	16	20	1
Turn off water when washing dishes (Plug drain and fill sink to wash and rinse dishes or use dishwasher and run full.)	1	4	6	10	15	16	20	15
Report leaking toilet, repair happens	1	4	6	10	15	16	20	10

Where to find the tools

www.greencommunitiesonline.org

www.greencommunitiesonline.org/tools/toolkits/



An initiative of [Enterprise Community Partners](#)

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Green Communities Tools



Carbon Calculator

Certification

Funding

Going Green

Green Criteria

Home » Tools » Toolkits » Resident Training in a Box

Green and Healthy Living: Resident Engagement Training in a Box

The Enterprise Resident Engagement Training In A Box is a set of tools designed for property owners, resident services staff members and property managers working with residents to increase their knowledge about and practice of green and healthy living.

Trainer Notes

This document provides information needed to prepare and teach the course materials. It includes instructions for leading each workshop.

Tools

[Carbon Calculator](#)

[Certification](#)

[Funding](#)

[Going Green](#)

[Green Criteria](#)

[Neighborhood Stabilization](#)

[Resources](#)

[Policies](#)

Sustainability Training Grants

- Online application process through Enterprise
- For affordable housing developers and building owners, Grant Awards of **\$5,000**
- Goals:
 - Design and distribution of a resident and/or building maintenance manual
OR
 - Development and implementation of a training curriculum for residents and/or building maintenance staff

For more information, see:

www.greencommunitiesonline.org/tools/funding/grants/sustainability/



THE CENTRAL PARK ENERGY FLYOVER

North East Denver
Housing Center

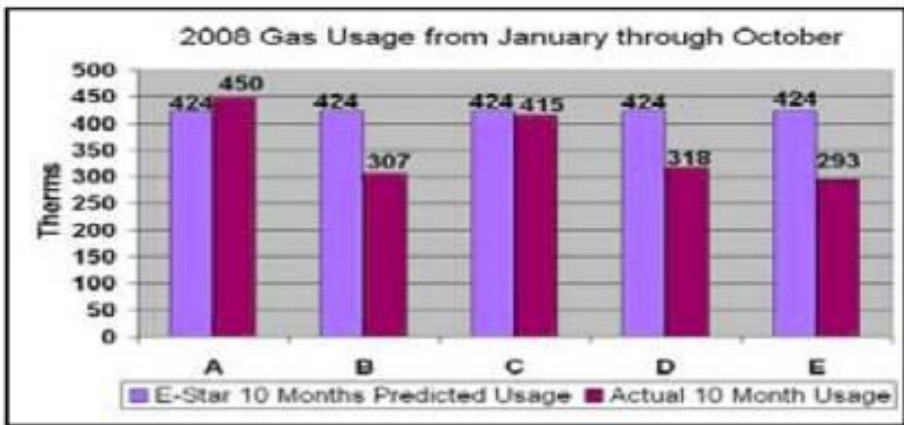
December
Unit 101

How Much Energy Have You Used?

Our Central Park @ Stapleton community focuses on sustainability! What does this mean? A part of being sustainable means **SAVING ENERGY!!** Northeast Denver gave you a head start by installing many energy efficient measures. We also had energy raters estimate the amount your Gas (Therms) and Electricity (Kwh or Kilowatt Hours) usage before you moved in. We used this to determine how much energy you should be using over the past 10 months. The good news? Many of you have "beat" the estimates and are using less energy than predicted!! The graphs below allow you to see how YOUR unit compares to the estimate.

Blue = Estimated Usage and Purple = How much you have used and other identical units.

Natural Gas Usage from January 2008 to October 2008

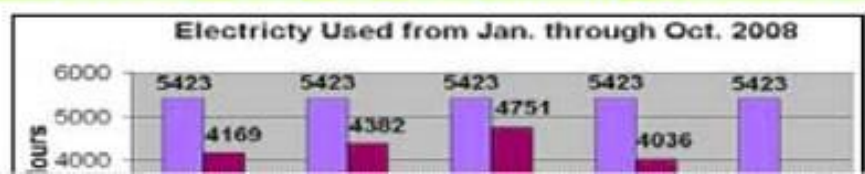


Your Unit A

Getting Better!! You have used 450 Therms, 26 more than predicted, but you have reduced the gap by 2 Therms since June.

Use the tips on the back of the newsletter to keep on saving energy!

Electricity Usage from January 2008 to October 2008



Your Unit A

Great Job!! You have used 4169 Kilowatt Hours, 1,254 less Kilowatt Hours than predicted.

Important Phone Numbers:

Maintenance Hotline:
303-377-6363

Continental Divide:
303-393-7368

Xcel Energy:
800-895-4999

Stapleton Master Community Association:
303-388-0724

Denver Police:
(Non Emergency):
720-913-2000

Park Hill Library
303-331-4063

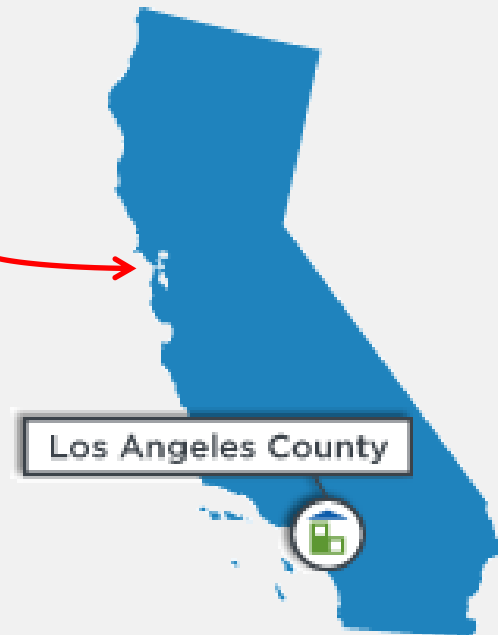
Poison Control:
303-739-1123

Upcoming Event!!!

Gingerbread House Workshop!
7/28/2011 13

Where: Cherry Creek

- **Program Name:** Los Angeles - Retrofit California
- **Locations:** Los Angeles County, San Francisco Bay Area, Sacramento County, San Diego County, City of San Jose, Sonoma County, Alameda County
- **Federal Funding:** \$30 million
- **Target Building Types:** Residential (Single and Multi-Family) and Commercial
- **Financing Tools:** On-bill financing, microloans
- **Website:** www.energyupgradecalifornia.org



Alameda County: Tenant Education and Outreach



Green Retrofit Lending
&
Customizable Resident
Engagement Cards



The Bay Area Multifamily (BAM) Fund

- An innovative effort to improve energy and water efficiency in older affordable multifamily buildings
- Provides free energy audit, technical support, and favorably termed debt.
- Leverages other resources
- Located in SF Bay Area
- Operated in partnership with the Low Income Investment Fund (LIIF)



Goals of the Program

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- **Improve property cash flow**
- **Improve health of buildings and residents**
- **Reduce greenhouse gas emissions**
- **Link to green jobs programs**
- ***Enable retrofits to occur more quickly than a full rehab***
- ***Prove the concept that energy savings can be projected with accuracy and monetized to drive debt that can be raised from the capital market***

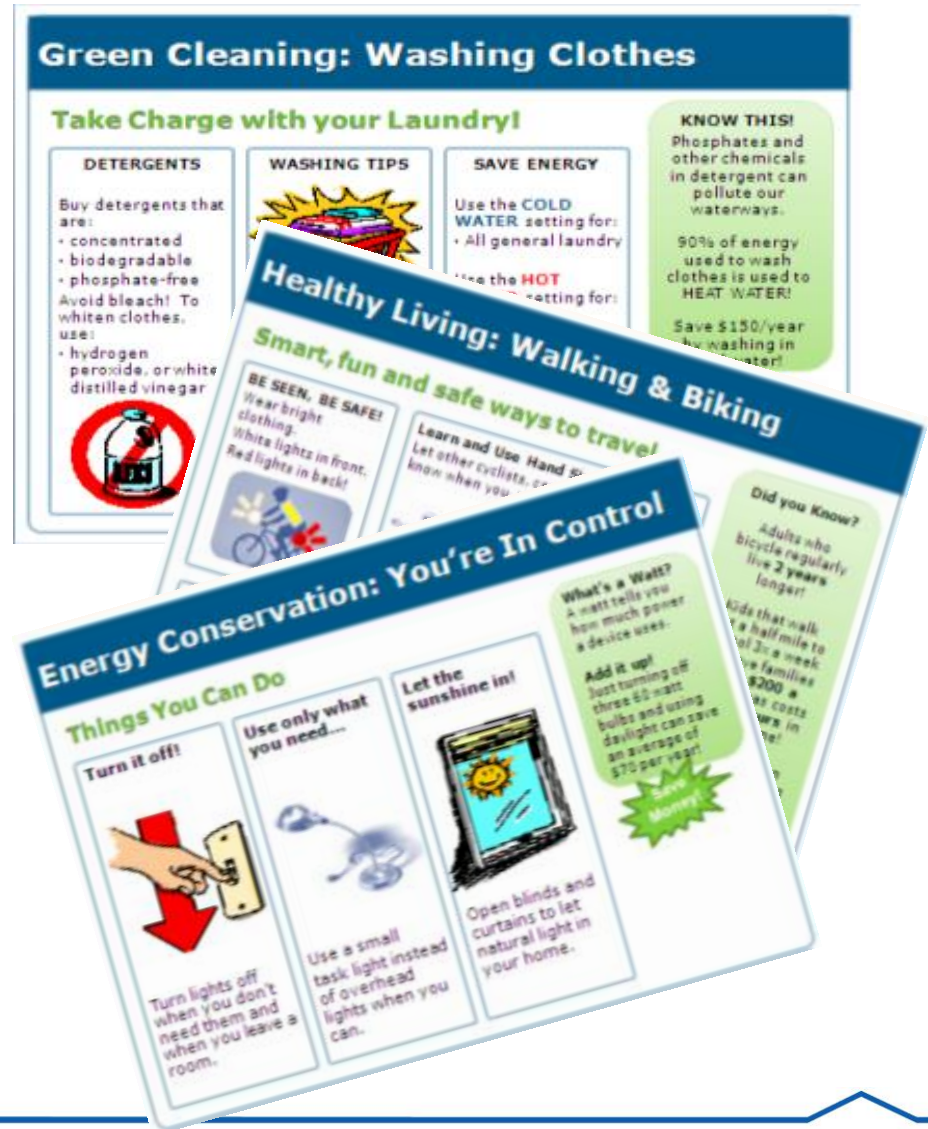
Program Components

- Free Energy Audit
- Low Interest Loan
- Assistance in assembling additional capital, rebates and incentives
- Quality assurance and verification inspection
- Training for property operations and maintenance staff
- Resident education and training

Resident Education Cards

Product

- Set of electronic “Cards” in a Power Point format
- Potential end uses:
 - Power Point presentation...
 - Printed signs...
 - Flashcards...
 - Bound as a resident handbook...



Resident Education Cards – The Big Picture

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Purpose of Cards and Customization Process

Create an educational tool that...



Categories



Information on the Cards

The screenshot shows a presentation software interface with a slide titled "Tips for Greener Laundry". The slide content includes:

- Detergents**: Buy detergents that are:
 - concentrated
 - biodegradable
 - phosphate-free
 - Avoid bleach!
 - To whiten clothes, use hydrogen peroxide, or white distilled vinegar
- Washing Tips**:
 - Only wash full loads of laundry
 - Use only the recommended amount of detergent. Using too much may leave residue on clothes and in the washing machine
- Save Energy**:
 - Use the COLD WATER setting for all general laundry
 - Use the HOT WATER setting for bedding and soiled or stained clothes
- KNOW THIS!**: Phosphates and other chemicals in detergent can pollute our waterways. 90% of energy used to wash clothes is used to HEAT WATER! Save \$150/year by washing in cold water!

Below the slide, the presentation software shows a "TOPIC: Green Cleaning: Washing Clothes" and a "CUSTOM ACTIONS" section. A red oval highlights the custom actions section, which contains the following text:

CUSTOM ACTIONS: To include additional customized actions (below): add a blue action box in the lower right hand corner placeholder; OR change to a page layout with more action boxes; OR create a new card for the customized actions using the template layouts or the modifiable layout at the end of the presentation.

- Use (insert amount) of detergent for the high efficiency front loading machine.
- Use the low water or (insert proper setting) setting if you only have smaller loads to wash. (add a photo of your machine's settings)
- Use hydrogen peroxide, or white distilled vinegar instead of chlorine bleach to whiten clothes. (Add 1/2 cup of hydrogen peroxide or 1 cup of vinegar to the bleach holder in your washer, OR Add 1/2 cup of hydrogen peroxide or 1 cup of vinegar directly into the machine once the water has filled if there is no bleach holder.)
- The following stores near you carry green laundry products: (insert store names).
- Use (insert name of recommended product) detergent, which works well with the building's greywater system.

Note: if you live in a cold climate, the washing machine manufacturer may suggest using only warm water during cold months because cold tap water temperatures may lead to premature failure of gaskets. Check warranty and manufacturer's recommendations.

ADDITIONAL ACTIONS

- Store clothing in plastic or airtight containers instead of using mothballs.

Highlights: Customization Progress

1. East Bay Asian Local Development Corporation (EBALDC)
2. Satellite Housing
3. Resources for Community Development (RCD)

- Goal of Project
 - Help EBALDC save water
 - Educate residents about bed bugs
 - Help residents understand the mutual benefits of energy conservation to EBALDC and themselves“
- Scope of Work Undertaken
 - Customize entire set of cards for EBALDC
 - Get buy-in from resident services team in using the cards

East Bay Asian Local Development Corporation (EBALDC)

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Lead Based Paint

These EBALDC properties were built before 1978:

- Effie's House
- Madison Park Apartments
- San Pablo Hotel
- Madrone Hotel
- Hugh Taylor House
- Oakland Point LP

They may contain lead based paint.

Reduce Your Risk

- Notify management of peeling or chipping paint.
- Clean window frames, window sills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner.
- Thoroughly rinse sponges and mop heads after cleaning dirty or dusty areas.
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.



For More Information

Contact the

Lead Based Paint

These EBALDC properties were built before 1978:

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- Madison Park Apartments
- San Pablo Hotel
- Madrone Hotel
- Hugh Taylor House
- Oakland Point LP

They may contain lead based paint.

Reduce Your Risk

- Wash children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles and toys regularly.
- Keep children from chewing on painted surfaces.
- Make sure children eat nutritious, low-fat meals high in iron and calcium, such as spinach and dairy products. Children with good diets absorb less lead.



For More Information

Contact the National Lead Information Center at 1-800-424-5323 or visit on of these web sites:

www.epa.gov/lead

www.hud.gov/offices/lead/



7/26/2011

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Green Cleaning Product Examples

These products are all certified by an independent, third-party organization as being low-toxic, biodegradable, having less packaging, and more environmentally-friendly attributes.



Get Healthier by Taking Public Transit



Visit www.511.org to plan a trip using public transit anywhere in the Bay Area



Take the Bus: AC Transit

Local fares are \$2, transbay trips are \$4. Youth (5-18) and Seniors (65+) get 50% off fares.

www.actransit.org



Take the Train: BART

One-Way fares can be anywhere from \$1.75-\$7 depending on how far you want to go. Senior, disabled, Medicare and child fares are much less.

www.bart.gov

Other Alternatives

Bike
Walk
Carpool
Taxi
"Dial a Ride"



- Goal of Project
 - Create awareness among residents that Satellite is working hard to green their operations
 - Sharing information about how these actions are beneficial for their own lives, their community, *and* the environment
- Scope of Work Undertaken
 - One customized set of cards for Satellite
 - Two additional sets for individual properties (Valdez Plaza and St. Patrick's)

Recognizing Hazardous Waste

Take Your Hazardous Waste
to Alameda County Household
Hazardous Waste

2100 East 7th Street, Oakland

Open Thurs, Fri and Sat
from 9 AM to 1 PM

*Ask your services coordinator
about van service to this site*

Batteries

Ink &
toner
from
printers
and copiers



Toxic
glues &
adhesives



Fluorescent
lamps &
light bulbs



Valdez Plaza

Medical, biohazard
waste (including
diabetic's needles)
can go in the red
sharps basket in
the property
manager's office.



Take TVs,
computers &
electronics to the
office.



**Be smart about
hazardous
waste.**

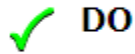
It can threaten
human health
and contaminate
the air, water
and soil.

Don't....

- Buy products with hazardous warning labels.
- Store it in your home.
- Throw it in garbage or recycling bins.



Keep Your Indoor Air Clean



DO

Open windows for fresh air and to remove moisture, odors, and fumes from chemical cleaning products.



DO

Use natural air fresheners:
Fresh cut lemons
Fragrant plants
Baking soda



DON'T

Open windows if you are near heavy traffic or other sources of outdoor air pollution.



DON'T

Use chemical air freshener products and scented candles in your apartment – many contain dangerous chemicals.



Healthy and Safe Ways to Travel

Be Seen, Be Safe

Wear bright clothing.
White lights in front,
Red lights in back!



Learn and Use Hand Signals

Let other cyclists, cars and pedestrians know when you are turning and stopping.



Know the local bicycling laws!

Check with your service coordinator for a local bike map.

Always wear a helmet

A good helmet:

- fits snugly around your chin
- covers the top part of your forehead
- is ANSI or ASTM certified



Did You Know?

Adults who
bicycle
regularly live
2 years
longer!



Resources for Community Development (RCD)

- Goal of Project
 - Create visual cues that tie together a variety of green initiatives but that is also consistent with RCD's existing brand elements
 - Provide information that reaches the most possible RCD residents, regardless of building type or resident demographics.
- Scope of Work Undertaken
 - Move all tips to Word doc for ease of incorporation into newsletter
 - Set of signs that can be installed at all RCD properties

Plain Text Tips for RCD Newsletters

Tips for Greener Laundry

Detergents

Buy detergents that are:

- concentrated
- biodegradable
- phosphate-free
- Avoid bleach!
- To whiten clothes, use hydrogen peroxide, or white distilled vinegar

Washing Tips

Only wash full loads of laundry

Use only the recommended amount of detergent. Using too much may leave residue on clothes and in the washing machine

Save Energy

Use the COLD WATER setting for all general laundry

Use the HOT WATER setting for bedding and soiled or stained clothes

KNOW THIS!

Phosphates and other chemicals in detergent can pollute our waterways.
90% of energy used to wash clothes is used to HEAT WATER!
Save \$150/year by washing in cold water!

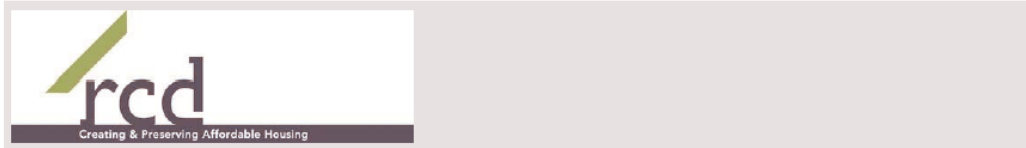
Save Energy & Money Drying Clothes

Avoid Dryer Sheets

Dryer sheets contain chemicals that can transfer from your clothes to your skin. They can also pollute the air. Instead of dryer sheets use natural, biodegradable fabric softener or vinegar when you wash your clothes!

Drying Clothes

Resources for Community Development (RCD)



Getting Comfortable with Less Energy

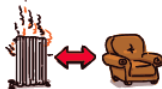
Turn off heat when you are not at home, and at night



If your heat (or AC) is on, your windows should be closed!



Move furniture away from the heater



Wear weather-appropriate clothing inside your home



Proper control of thermostats can greatly lower the amount of energy needed to heat and cool your home.

This reduces energy bills AND reduces the impact on the environment!

Control Your Energy Use

Turn it off!
Turn lights off when you don't need them and when you leave a room.



Save Money!

What's a Watt?
A watt tells you how much power a device uses.

Add it up!
Just turning off three 60 watt bulbs and using daylight can save an average of \$70 per year!



Let the sunshine in!
Open blinds and curtains to let natural light in your home.

Use only what you need...
Use a small task light instead of overhead lights when you can.



Energy Efficient Appliances & Electronics



Power Cords
Use a power strip for electronics. Unplug power strip when not in use.

Computers

Turn off computers and monitors when not in use.



Refrigerators
Close the door quickly. Clean the dust off coils twice a year. Choose the "cold" setting, not "coldest."

Electronics

Select ENERGY STAR or EPEAT Certified!
www.energystar.gov or www.epeat.net

Save Money, Save Energy and Reduce Pollution
Energy conservation is easy and free!
Conservation benefits YOU, and future generations!



Save Energy with Smart Light Bulbs

Choose Wisely

Choose Compact Fluorescent Lamps (CFLs) when replacing bulbs.



Look for the ENERGY STAR symbol on CFLs.

AVOID incandescent or halogen lamps in your home.

CFL Disposal

Do NOT throw CFLs or other fluorescent bulbs in the trash or recycling bin. Check with your building manager for proper disposal practices.



If you break a CFL

- 1. Air Out the Room**
Open a window. People and pets should leave the room for 15 minutes - do NOT walk through broken pieces! Shut off furnace or AC.
- 2. Clean Up**
For hard surfaces, use a disposable damp cloth or duct tape to wipe up all pieces. Do NOT vacuum or sweep. For carpet, use duct tape to pick up fragments and powder. If vacuuming is necessary, dispose of vacuum bag immediately after clean-up.
- 3. Disposal**
Double bag all clean-up materials and properly dispose - check with management.

Save Money

CFLs are more expensive to buy, BUT LESS EXPENSIVE to use!

Energy Costs for 10,000 hours of use:

Incandescent Bulb (100watts)	\$120.00
CFL (23 watts)	\$27.60
Energy Cost Savings	= 92.40

Resources for Community Development (RCD)



Keep Your Indoor Air Clean

DO
Open windows for fresh air and to remove moisture, odors, and fumes from chemical cleaning products.



DO
Use natural air fresheners:
Fresh cut lemons
Fragrant plants
Baking soda



DON'T
Open windows if you are near heavy traffic or other sources of outdoor air pollution.

DON'T
Use chemical air freshener products and scented candles – many contain dangerous chemicals.



Keep Dirt Out for Healthy Indoor Air

Priority #1 – Keep Dirt Out!
Use stiff-bristled, rubber-backed entry mats outside doorways.



Your shoes carry 90% of the toxins, pollutants, and dirt that are found in your home!



Clean regularly!



Keep them on a shoe rack inside and you'll reduce your need to clean and reduces the amount of chemicals you'll use in the process!

Identifying and Preventing Mold

What does it look like?
Check for discoloration. Mold can be:

- orange
- green
- brown or
- black

Immediately tell building staff if you think you have mold or mildew.



Where does it live?
Mold is often found on kitchen and bathroom tiles and grout, inside closets, under carpets, and anywhere that gets wet.

Clean mold and mildew with baking soda or borax – a safe, non-toxic fix!



What does it smell like?
Mold has a musty odor.

If you find mold – don't panic!

Clean up can be safe and simple, but should be taken care of immediately.

Call management immediately if you have mold or mildew.

Simple Steps to Stop Mold

Use the Stove Hood
Cooking? Boiling water? Use it!



Get Moist Air Out
Run your bathroom fan or open a window for 1 hour after each shower! Keep it clean and free of dust, lint and debris.



Dry It Out
Open windows to remove excess moisture. Hang wet items to dry or direct a fan toward wet carpet.



Clean Up Spills
Do not let carpet or rugs stay wet (especially in bathrooms, entries & kitchens!) Use a clean & dry mop or cloth to dry spills.



The key to mold control is moisture control!

Moisture can:
• impact building materials
• contribute to mold growth

Mold can:
• affect human health

Companion Tools and Where to Find These Resources

- Tip sheet
- Video tutorial on using cards (4 min.)
- Image library
- Sample quizzes and answers
- Going Green' Video (6 min.)
 - Tips and actions for each category
 - “Pause points” for discussion

http://www.greencommunitiesonline.org/tools/toolkits/resident_engagement_cards.asp

Next Up: October Showcase

GY

Who: Enterprise, Bay Area Organizations, O'Brien & Company

What: Showcase and Training

Where: TBD – Bay Area

When: October 2011

Why:

- Showcase completed Bay Area Projects
- Inspire others to use the Resident Engagement Tools
- Share with others the customization process
- Gather ideas about resident engagement

Potential Future Call Topics

- Financing Strategies for Low-Income Participants
- Strategies for Mixed/Multi-Use Buildings
- Multi-family Program Design
- Targeted Marking for Low-Income Programs
- Strategies to Address Split Incentives in Multi-family Buildings
- Working with Multi-family and/or Low Income Programs and Partners