



## community development partnership

*Creating opportunities for people to live, work, and thrive on the Lower Cape*

### More than Just Maintenance

***“It’s really wonderful to know that Steve and Ray are so much more than maintenance men; they have both been contractors and their skills enable us to do projects in-house such as a gut rehab of a bathroom or kitchen.”***

David Abel  
CDP, Chief Property Management Officer



The Community Development Partnership manages 100 housing units from Brewster to Provincetown. Managing this many units is no small task for the CDP’s property management team. Behind the scenes the CDP staff is responsible for marketing vacant units, processing applications and signing leases, collecting rents, and complying with state and federal standards. What is often overlooked is that, as the property managers, the CDP is also responsible for maintaining the properties and providing repairs and renovations as necessary.

Like any home, the CDP housing units experience the wear and tear of day to day life. When a resident moves out, each unit is inspected and repairs needed to get the unit ready for new residents are made as necessary. While some maintenance work has to be

contracted out, the CDP employs two full time maintenance staff, Steve and Ray, who handle many of the repairs and upkeep on the units the CDP manages. They do much of the work to create a comfortable living environment as well as ensuring that our properties are maintained for the long term. “It’s really wonderful to know that Steve and Ray are so much more than maintenance men; they have both been contractors and their skills enable us to do projects in-house such as a gut rehab of a bathroom or kitchen,” says David Abel, the CDP’s Chief Property Management Officer.



This past month an unusually high number of residents moved, some of whom had lived in their unit for years. In the span of a month, the CDP had to flip five units to prepare for new residents. When units are occupied, we try to limit major renovations such as repainting or replacing kitchens and bathrooms, focusing instead on minor repairs.

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3 Main Street Mercantile, Unit 7   Eastham, MA 02642  
P 508.240.7873   F 508.240.5085   E [contact@capecdp.org](mailto:contact@capecdp.org)

[www.capecdp.org](http://www.capecdp.org)



Given the overwhelming need for more affordable housing units on the Lower Cape and the fact that vacant units don't produce rental income to cover expenses, the CDP makes it our goal to fill units with new residents as quickly as possible. Because of this it is crucial that maintenance completed between tenants is not only high quality but accomplished in a timely manner.



One recent project the CDP maintenance staff completed was a total bathroom renovation at one of our Harwich properties. Previously, the bathroom had a window that was located inside the shower. This led to a longstanding leak in the shower which eventually rotted the wall. Ray and Steve decided an entire remodel was needed.

In addition to providing the next resident with a new bathroom, we saved significant costs because the renovation was accomplished in-house. And the new bathroom will prevent the need for small repairs for years to come. "A new bathroom improves a property by so much and helps to reduce our ongoing maintenance costs," remarks David. Ray and Steve also replaced the kitchen floor which had seen years of wear and tear.

This is not the first time the CDP has relied on its maintenance staff to complete critical repairs. In the midst of turnovers last month, our maintenance staff also performed critical upgrades to the CDP's Nickerson Park Condo property in Brewster. Staff removed and replaced an old metal shower that was no longer up to code. This project also included removing a wall in order to extend the shower so that it met current building codes. And a new energy efficient heating and cooling unit, acquired from Mass Save at no cost to the CDP, was also installed. This not only reduces the unit's utility costs, but also addresses the CDP's commitment to environmental sustainability.

The CDP strives to provide the best possible experience for our residents at the lowest cost. Having a capable maintenance staff, the can handle both small and large scale repairs is crucial to the success of the our housing program. As we expand the number of units that our maintenance staff manages, their skilled and diligent efforts will be critical in maintaining the CDP's high standards.