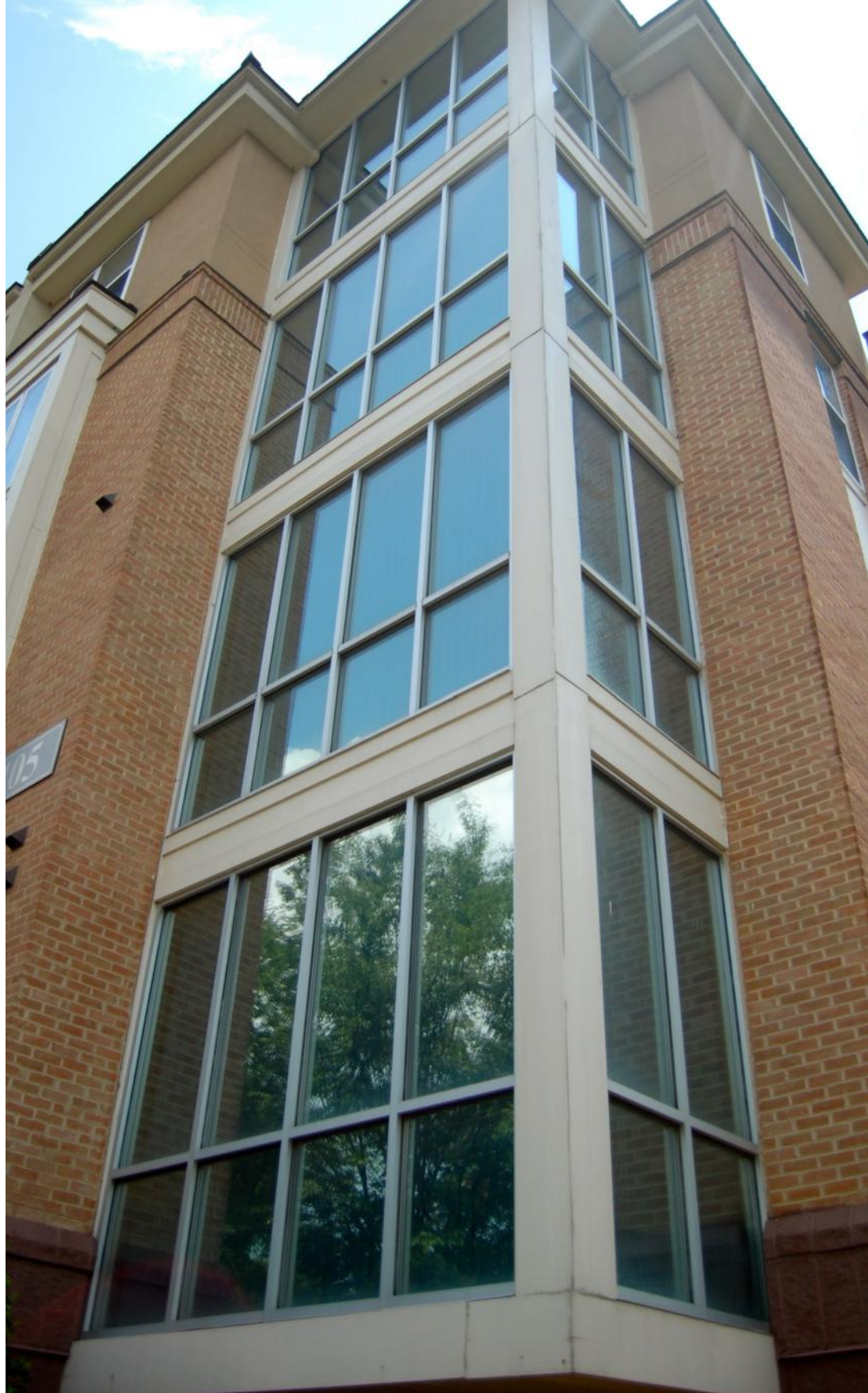




# IMPACT REPORT

2020-2021



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# COMPANY PROFILE

HALLKEEN | 2020 - 2021 IMPACT REPORT | 01

HallKeen Management is a leading property management company with 30 years of experience in multi-family, assisted living, and mixed-use properties. Our expertise is in the acquisition, development, and/or management of affordable, conventional and mixed-income housing. Clients choose HallKeen to expertly manage lease-ups, new construction, tax credit conversions, stabilized properties and more. Our corporate office is located just 25 miles south of Boston in Norwood, MA.

## HALLKEEN BY THE NUMBERS

Residential and Assisted Living Combined:



**99\***  
properties



**1,079**  
employees



**8,630**  
units



**30**  
years of service

\*plus one in development

*Celebrating*



**YEARS**

**HK** HallKeen Management

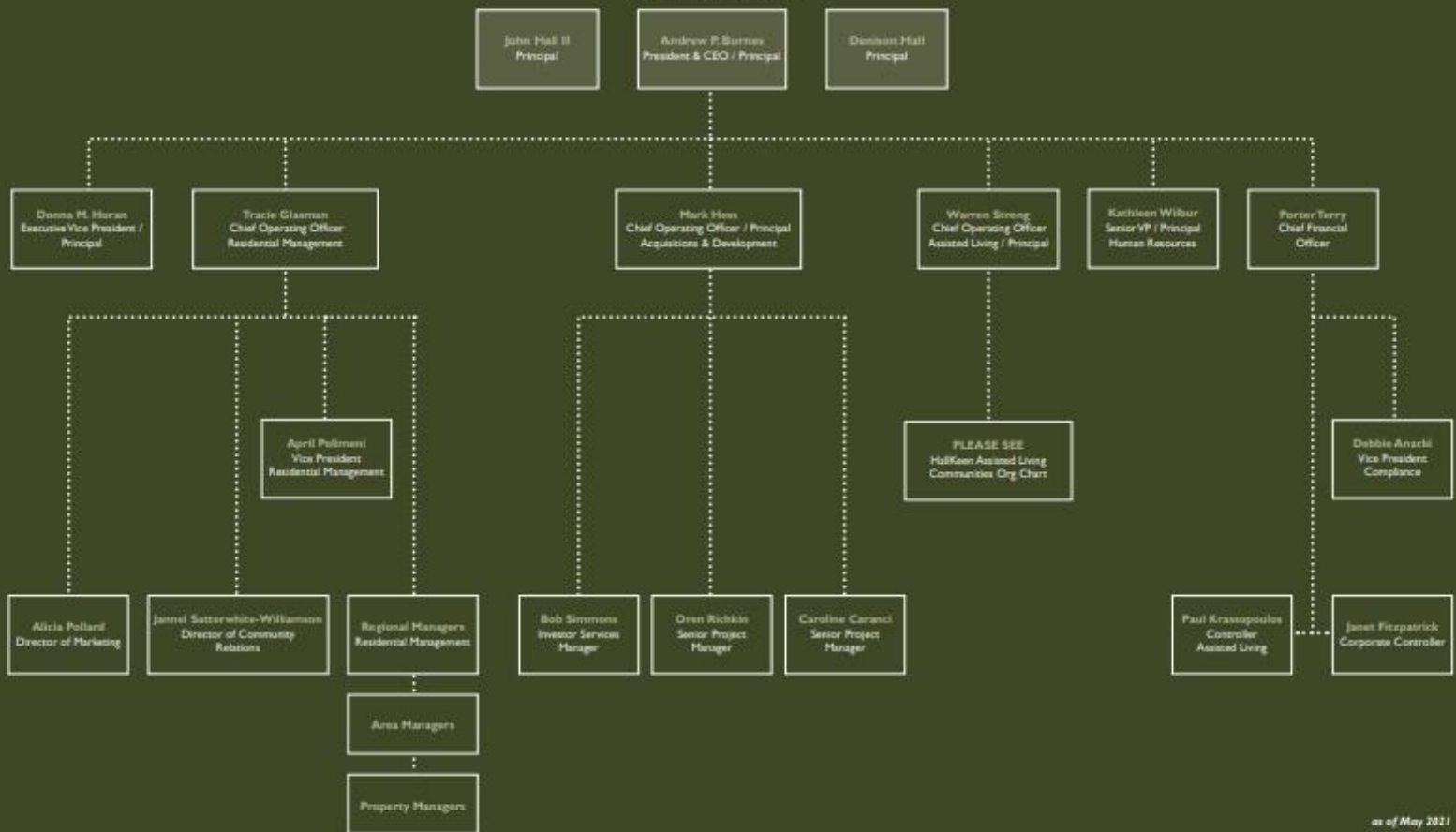
FOR THE PAST 30 YEARS, HALLKEEN HAS RECOGNIZED THE IMPORTANCE OF REACHING BEYOND THE BRICKS & MORTAR OF THE PROPERTIES WE MANAGE BY GOING STRAIGHT TO THE HEART OF THE COMMUNITIES WE SERVE—OUR RESIDENTS. TO EFFECTIVELY MANAGE, WE MUST REACH AND MEET PEOPLE WHERE THEY ARE.

# OUR LEADERSHIP

HALLKEEN | 2020 - 2021 IMPACT REPORT | 03

## HKI HallKeen Management RESIDENTIAL | ASSISTED LIVING

### Board of Directors



as of May 2021

HALLKEEN MANAGEMENT IS COMPRISED OF A TEAM OF HIGHLY SKILLED PROFESSIONALS WITH YEARS OF EXPERIENCE IN ALL ASPECTS OF PROPERTY MANAGEMENT AND REAL ESTATE INVESTMENT. FROM THE SENIOR STAFF TO THE ONSITE TEAMS, THE HALLKEEN TEAM IS COMMITTED TO THE OVERALL SUCCESS OF EACH OF THEIR INVESTMENTS.

# PROPERTY HIGHLIGHT



## PALMETTO PARK APARTMENTS

*Clearwater, FL*

Palmetto Park Apartments provides affordable 2 & 3 bedroom townhouses to the residents of Clearwater, Florida.

The property provides an after-school enrichment program for school-aged children of the community.

**153**  
TAX CREDIT  
UNITS

**26**  
MARKET  
UNITS



# RESIDENT SERVICES



HallKeen Management is committed to developing and maintaining thriving, healthy communities for all residents.

We provide a vast array of services to the residents in our communities...

## **SUPPORTIVE SERVICES**

Including information and referrals to service providers and elder service agencies, a vast variety of in-home services and amenities, to support with activities of daily living.

## **HEALTH AND WELLNESS**

Wellness education workshops, interactive programming, and demonstrations that will promote healthy aging, on-site health screening/vaccinations and exercise classes.

## **SOCIAL & CULTURAL PROGRAMMING**

Community building, leadership training, resident appreciation events, discussion groups, seasonal celebrations, intergenerational programming, financial wellness, spiritual and religious opportunities.

## **TENANCY STABILIZATION**

Resident retention support and lease compliance addressing and resolving issues of lease non-compliance, related to non-payment, mental illness, dementia, special needs, domestic violence etc.

# OUR PARTNERS

HALLKEEN MANAGEMENT HAS BUILT AND NURTURED PRODUCTIVE PARTNERSHIPS WITH LOCAL INSTITUTIONS, AREA NON-PROFITS, AND GOVERNMENT AGENCIES TO SERVE RESIDENTS WITH MAXIMUM EFFECTIVENESS.



# COVID RESPONSE

The COVID-19 pandemic brought uncertainty to millions of Americans, especially those in low-income communities. The financial uncertainty took a toll on renters around the country. HallKeen Management worked to connect thousands of households with rental assistance, and financial relief from state and local agencies.



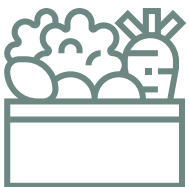
## ENERGY ASSISTANCE \$506,000

Initiative to assist eligible households with energy costs



## SNAP PROGRAM \$412,000

Programs to minimize food insecurities



## MEAL PROGRAMS \$1,100,000

Congregate Meals, food boxes, Feed America, Meals on Wheels, etc.



## EVICTON PREVENTION \$2,100,000

Rental assistance applications (pending & received monies)



# PANDEMIC RESOURCES



## VACCINATION CLINICS

HallKeen Management has hosted 32 community vaccination clinics in low-income elderly and multi-family communities. More than 1500 residents were immunized as a result of the clinics.

## PPE DISTRIBUTION

HallKeen service coordinators successfully collected and distributed over 5,000 masks and 1500 bottles of sanitizer. Donations were received from community donations and agency partnerships.

## DIGITAL DIVIDE

HallKeen service coordinators worked to register 100 families for discounted or free internet services. They also procured donations of tablets, iPads, laptops, etc. to assist with telehealth appointments, screenings and virtual learning.



# DIVERSITY & INCLUSION



At HallKeen, we are a diverse employee family of 1,000 strong. Approximately 40% of our employees self-identify as minority. Our employees come from all races and ethnicities- and that diversity is our greatest strength.

We are committed to encouraging and developing opportunities for employees of all skin colors and backgrounds. At the property level we recognize the importance of reaching beyond the four walls of each community to connect and empower the residents we serve.

We understand the importance of hiring multilingual staff to prevent language barriers with residents. The majority of residents living in our residential apartments are persons of color. We are committed to doing our part to ensure health, happiness and equality for all, with a goal of increased housing stability and access to opportunities for advancement.

# 2022 INITIATIVE

## HALLKEEN CARES DAY OF SERVICE

THE MISSION OF HALLKEEN MANAGEMENT'S CORPORATE SOCIAL RESPONSIBILITY PROGRAM, "**HALLKEEN CARES**," IS TO PROVIDE SUPPORT TO LOCAL COMMUNITY ENHANCING CHARITIES THAT ASSIST IN PROVIDING BASIC NEEDS, SUCH AS FOOD, HOUSING AND EDUCATION TO FAMILIES THAT RESIDE IN THE COMMUNITIES IN WHICH WE DO BUSINESS.



### INDIVIDUAL ENGAGEMENT:

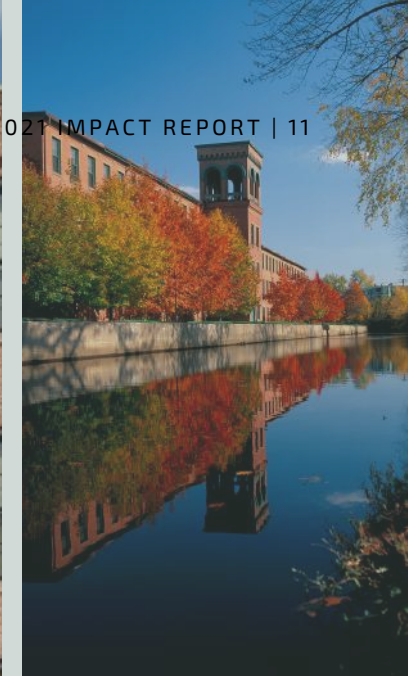
HallKeen encourages all employees to give back. Throughout the year, employees are offered one paid day to volunteer time with charitable organizations that are important to them.

### PROPERTY ENGAGEMENT:

HallKeen encourages properties to form a partnership and work closely with the community enhancing charities that directly impact residents living at their properties.

### ANNUAL ACT OF GIVING:

HallKeen promotes volunteering together as a company. HallKeen will set aside one work day as a "Day of Giving," where all employees collectively volunteer at a local community enhancing charity we partner with.



# HK

## HallKeen

### MANAGEMENT