

# Multifamily Housing Resource Program



# Letter from the Executive Director

Since joining the Equal Rights Center in April as executive director, it has been my great pleasure to get to know our MHRP members. These industry leaders have made a dedication to improving the lives of individuals with disabilities by enhancing accessibility in housing.

This year, the MHRP continued to expand and grow in new and exciting ways. For example, in November, American Standard Brands joined the MHRP as our founding Associate Member. American Standard is a leading manufacturer of high-quality, “quietly accessible” products that allow for greater independence, safety and dignity for persons with disabilities and limited mobility.

The establishment of the Associate Member tier opens a new avenue for members. With the inclusion of product vendors who are committed to producing quality accessible products—and service vendors who are committed to accessibility—MHRP members are involved at every critical step of the multifamily development process.

This collaboration of housing industry leaders has proven to be a great success. With 18 members, including developers representing more than 600,000 apartments and condominiums across the country, architectural design and accessibility firms, and accessibility-related product and service vendors, the MHRP is a force for improving the lives of individuals with disabilities.

I look forward to continuing the great collaborative work with our MHRP members, and continuing to give thousands of individuals and families the right to choose where they live.

Yours in Service,



Melvina C. Ford  
Executive Director  
Equal Rights Center

Everyday, people face unlawful and unfair discrimination where they live, work and shop. The Equal Rights Center (ERC)—a national civil rights organization—works to prevent, find and remedy this discrimination through testing, education, training and enforcement efforts. For more than 30 years and with more than 7,000 members nationwide and a host of corporate and community partners, the ERC has stood at the forefront of advancing civil rights by ensuring equal access and equal opportunity for ALL in housing, employment and access to public accommodations and government services.

# The Multifamily Housing Resource Program

The Multifamily Housing Resource Program (MHRP) is a trailblazing membership program for housing industry leaders, dedicated to assisting multifamily housing developers comply with federal, state and local accessibility requirements, and increasing the number of accessible apartments and condominiums in the United States.

The MHRP’s philosophy is grounded in the belief that companies that proactively embrace compliance with fair housing and accessibility laws not only create sound business models, but become valued community partners and leaders.

Since its founding in 2008, the MHRP has grown to include 14 developers representing more than 600,000 apartments and condominiums across the country, two architectural design and accessibility firms, and two product and service vendors. These industry leaders serve as a model for the housing industry, and give many of the nation’s 57 million individuals with disabilities the opportunity to live where they choose.

## Membership Levels

At the suggestion of members, in 2012 the MHRP established a three-tiered membership: Executive, Advisory and Associate. In late 2013, American Standard Brands paved the way for accessibility product and service vendors by becoming the Founding Associate Member of the MHRP. Shortly thereafter, full service plumbing and heating contractor O’Connor Plumbing and Heating joined as an Associate Member.

All MHRP members at every level are committed to proactively promoting accessibility compliance, while receiving different services depending on their relative size, scope and needs.

### Executive Membership

Industry leaders in the areas of multifamily housing development, management and construction.

### Advisory Membership

Housing industry members and professional services firms with distinct accessibility-related expertise.

### Associate Membership

Housing industry businesses and organizations such as product or service vendors and subcontractors.

Membership services vary based on level of membership, and can be tailored to suit a member’s needs. All members are offered the following:

- Access to the secure MHRP website, e-learning modules, and webinars;
- Promotion of MHRP membership and expertise in accessible housing;
- Monthly e-newsletter and email blasts regarding latest updates within the MHRP and accessible housing;
- Opportunities to expand work with other MHRP members as well as the ERC; and
- Opportunities for staff trainings, policy and “best practices” reviews, technical assistance and other fair housing services.



American Standard Brands :: Associate Member :: 2013

American Standard Brands works to make life healthier, safer and more beautiful at home, at work, in the community and throughout the world. Offering total project solutions for residential and commercial customers around the world with respected brands such as American Standard®, DXV™, Safety Tubs®, Crane Plumbing®, Eljer®, Fiat® and Decorative Panels International®. American Standard Brands was formed in February 2008 from the merger of 3 companies: American Standard Americas, Crane Plumbing and Eljer. American Standard Brands is owned by Lixil Corporation, a global building products company.

[www.americanstandard-us.com](http://www.americanstandard-us.com)  
@AMStandard



AvalonBay Communities :: Executive Member :: 2009

AvalonBay Communities, Inc., based in Arlington, Virginia, is in the business of developing, redeveloping, acquiring and managing high-quality apartment communities in the high barrier-to-entry markets of the United States. AvalonBay Communities owns, or holds interests in, more than 200 apartment communities with over 60,000 housing units in ten states and the District of Columbia located in the Northeast, Mid-Atlantic, Midwest, Pacific Northwest, and Northern and Southern California regions of the country. AvalonBay's mission is to enhance the lives of their residents through building superior communities and offering desirable amenities.

[www.avaloncommunities.com](http://www.avaloncommunities.com)  
@AvalonBay



The Bozzuto Group :: Executive Member :: 2010

Headquartered in Greenbelt, Maryland, The Bozzuto Group consists of six integrated companies – Acquisitions, Construction, Development, Homebuilding, Land Development and Property Management – that together provide a broad range of real estate services. The company is committed to providing quality housing for all, from luxury homes and apartments to affordable housing solutions. Since 1988, the company has developed, acquired and built more than 35,000 homes and apartments. Throughout The Bozzuto Group's 24-year history, the firm and its principals have been honored with numerous industry awards and honors.

[www.bozzuto.com](http://www.bozzuto.com)  
@Bozzuto



Camden Property Trust :: Executive Member :: 2009

Based in Houston, Texas, Camden Property Trust is one of the largest publicly traded multifamily companies in the United States. Structured as a Real Estate Investment Trust (REIT), the company is engaged in the ownership, development, acquisition, management, and disposition of multifamily residential apartment communities. Camden has a workforce of nearly 2,000 employees. Camden owns interests in and operates 198 properties containing 67,502 apartment homes across the United States.



[www.camdenliving.com](http://www.camdenliving.com)  
@CamdenLiving

Devereaux & Associates :: Advisory Member :: 2013

Based in McLean, Virginia, and recognized as a front runner in the creation of innovative architectural concepts, Devereaux & Associates has produced scores of award-winning landplans and architectural designs for residential, commercial and recreational projects. Combining wide-scope services with careful adherence to design integrity, Devereaux & Associates has produced aesthetically and financially successful developments of all sizes throughout the United States and abroad.

[www.devereauxarch.com](http://www.devereauxarch.com)



Donatelli Development :: Executive Member :: 2010

Based in Bethesda, Maryland, Donatelli Development, Inc. is a privately owned corporation engaged in acquisition, development and ownership of real estate. While Donatelli Development has had a financial interest in several industries, its primary interest has been in the real estate industry since its formation in 1973. The firm has successfully developed apartment communities and residential subdivisions in the metropolitan Washington, D.C., area. Donatelli Development's corporate philosophy is to maintain an entrepreneurial staff to carefully select opportunities that maintain a healthy rate of growth.



[www.dkdevelopment.com](http://www.dkdevelopment.com)

## Gables Residential :: Executive Member :: 2011

With a mission of “Taking Care of the Way People Live”, Gables Residential has received national recognition for excellence in the management, development, acquisition and construction of luxury multifamily communities in high job growth markets. Gables Residential owns, develops and manages multifamily communities and mixed-use developments in Atlanta, Austin, Dallas, Houston, South Florida, Southern California, and metropolitan Washington, D.C. Gables Residential enjoys a healthy portfolio with approximately 41,400 apartment homes under management, including a corporate-owned portfolio of 53 stabilized communities comprising approximately 13,700 apartment homes.

[www.gables.com](http://www.gables.com)

 @gables



## The JBG Companies :: Executive Member :: 2012

The JBG Companies is a leader in the Washington real estate market, one of the most dynamic in the world. As a recognized investment management firm, owner and developer, JBG invests almost exclusively in urban-infill, transit-oriented developments – assets that by virtue of location, physical quality, available amenities or other specific features, offer compelling opportunity and value. JBG's diverse portfolio encompasses over 21 million square feet of office, residential, hotel and retail space. Having deep experience across all product types enables JBG to diversify investments, take advantage of market opportunities, and mitigate risk through market cycles.

[www.jbg.com](http://www.jbg.com)

 @TheJBGCompanies



## Kettler :: Executive Member :: 2009

Founded in 1977, KETTLER is ranked among the top multifamily housing developers in the nation and the largest land developer in the metropolitan Washington, D.C. area. KETTLER, based in McLean, Virginia, believes in providing exceptional products and amenities, designing buildings and spaces for people, and becoming outstanding corporate citizens. KETTLER has developed more than five million square feet of commercial space and more than 50,000 homes. KETTLER also owns and manages over 12,000 apartments in 45 locations. Residential offerings range from affordable to luxury properties and include apartments, condominiums and planned communities.

[www.kettler.com](http://www.kettler.com)

 @KETTLERliving



## Lerner Enterprises :: Executive Member :: 2011

Founded in 1952, Lerner Enterprises is the largest private real estate developer in the greater Washington, D.C., metropolitan area. Its services encompass all phases of real estate development including planning, development, construction, leasing and asset and property management. Lerner Enterprises is well known for its portfolio of real estate developments including an extensive array of projects such as large-scale office buildings, office parks, regional malls and shopping centers, hotels, residential communities, mixed-use facilities and land-use projects. Today, Lerner is responsible for the leasing and management of millions of square feet of residential, office and retail space.

[www.lerner.com](http://www.lerner.com)



## Mill Creek Residential Trust LLC :: Executive Member :: 2011

Formed by a group of industry leaders who have spent decades working together as a team, Mill Creek Residential Trust LLC provides the perfect platform to build on the group's expertise and bring their vision for the future to the communities in which they live and work. The team at Mill Creek Residential Trust LLC has developed more than 225,000 multifamily units across the United States. The company's core markets include New York Metro/Northeast, Washington, D.C., metropolitan area, Atlanta, Florida, Dallas, Houston, Austin, Denver, Southern California, Northern California and the Pacific Northwest.

[www.millcreekplaces.com](http://www.millcreekplaces.com)

 @MillCreekMedia



## O'Connor Plumbing and Heating :: Associate Member :: 2013

O'Connor Plumbing & Heating is a family owned and operated full service plumbing company located in Germantown, Maryland. O'Connor's dedicated technicians are fully licensed to work throughout Maryland, the District of Columbia and Northern Virginia. Their service and construction divisions fulfill plumbing needs and offer 24 hour a day emergency service.

[www.oconnorplumbing.net](http://www.oconnorplumbing.net)



## Paradigm :: Executive Member :: 2010

Paradigm's vision for communities is to create high-quality luxury apartments, while delivering a full range of real estate services to residents, customers and clients in the mid-Atlantic region. The principals of Paradigm have worked together for more than 20 years and are invested in the quality of work and their reputation. Paradigm's focus of producing quality housing in urban communities has evolved into a position of leadership in the industry regarding efficient design, green building technology, and the integration of affordable housing into market-rate residential locations. The Paradigm development team is committed to innovation and leadership for the benefit of the residents and communities in which they work.

[www.paradigmcos.com](http://www.paradigmcos.com)



## Steven Winter Associates, Inc. :: Advisory Member :: 2011

Steven Winter Associates, Inc. (SWA) works to improve the built environment by helping clients develop, design, construct and operate buildings which are accessible to, and usable by, all people. SWA provides accessibility consulting, and regulatory and building code compliance consulting to public and private clients nationwide. SWA is a proven leader in providing litigation consulting, plan reviews, field inspections, due diligence inspections, technical assistance and training. SWA has expertise in assessing residential, commercial, retail, municipal, educational, recreation and hospitality facilities.

[www.swinter.com](http://www.swinter.com)  
 @\_SWinter



## Trammell Crow Residential :: Executive Member :: 2008

Trammell Crow Residential (TCR) is America's premier multifamily real estate firm. TCR entities develop, construct and acquire multifamily rental and condominium communities of the highest standards. Widely regarded as the industry leader in the development and construction of high-quality multifamily assets, TCR believes its strength lies in its people. The company's heritage of associate growth, combined with its forward looking vision, has continually helped it attract the best and brightest individuals in the industry. The TCR portfolio includes numerous multifamily and multi-use properties located in major markets across the country under such prestigious brand names as Alexan and Wynhaven.

[www.tcredidential.com](http://www.tcredidential.com)



## Washington Property Company :: Executive Member :: 2013

The Bethesda-based company is a full-service commercial and residential real estate firm with diverse expertise in acquisition, land use, design, development, finance, leasing, construction and property management. Washington Property Company owns and operates a variety of office, retail, industrial and multifamily residential properties across the greater Washington, D.C., metropolitan area.



[www.washproperty.com](http://www.washproperty.com)

## Watermark Residential :: Executive Member :: 2013

Based in Indianapolis, Indiana, Watermark Residential has emerged as a national leader in the development and construction of upscale, multifamily communities. As a developer of multifamily communities, Watermark Residential utilizes a combination of both experience and expertise in the construction and management of multifamily dwellings. Over the course of their continual development, Watermark Residential has earned recognition as one of the nation's top multifamily builders.

[www.watermark-residential.com](http://www.watermark-residential.com)



## Woodfield Investments :: Executive Member :: 2013

Based in Ashburn, Virginia, Woodfield Investments has built a business model that reflects the diversity and tenure of its development team. As a developer and operator of multifamily and mixed-use assets in the Mid-Atlantic and Southeastern United States—with a depth of experience in development, operations, asset management, and capital markets—Woodfield creates lasting value in its investments, communities, and relationships.



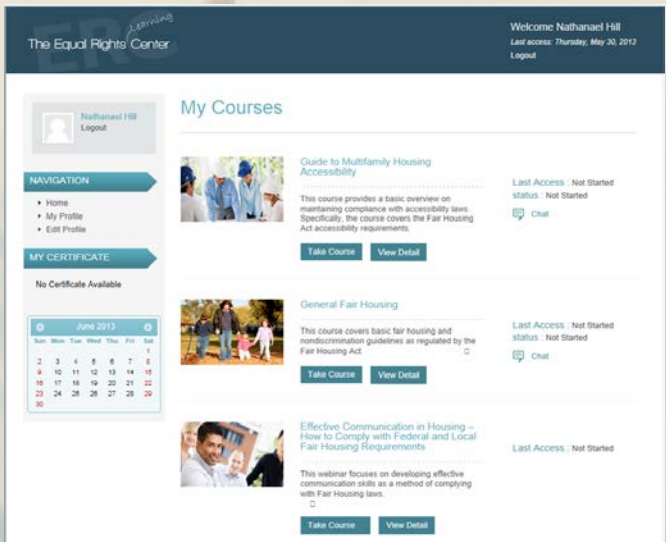
[www.woodfieldinvestments.com](http://www.woodfieldinvestments.com)  
 @Woodfield\_Inv



# 2014 Highlights

In the past year, the MHRP has continued to offer a variety of innovative resources and services to members. The MHRP has promoted its members to the public, and particularly to the disability community, as industry leaders in designing, building and offering accessible multifamily housing. Some highlights of the last year include:

- Launching Associate level membership by welcoming American Standard and O'Connor Plumbing and Heating as the newest MHRP members;
- Publicizing American Standard's newest accessible toilet, the AccessPRO®;
- Conducting three Accessible Design and Construction trainings for members;
- Creating and distributing a Fair Housing Checklist that serves as a practical, in-the-field guide to accessibility requirements and measurements;
- Promoting MHRP members' successes through industry news articles, blog posts, MHRP newsletters, and press releases; and
- Increasing the number of member staff with on-line access to the Equal Rights Learning Center®



The Equal Rights Learning Center®

## Media Outreach

- The MHRP was highlighted in a November 2013 post on Multi-Housing News Online. The article described American Standard's membership as the Founding Associate member of the MHRP. The interview addressed the expansion of the MHRP and how the inclusion of product and service vendors in MHRP membership furthers the program's mission. MHRP staff continues to engage media outlets to publicize the work of the MHRP and the commitment from its members.
- In the past year, the MHRP was featured in a blog post on For Civil Minds, the ERC blog. The blog post, "MHRP Changes the Model of Accessibility", stressed that building housing that everyone can access is not only the right thing to do, it's also smart business. MHRP members are at the forefront of understanding that accessible housing is a wise financial investment and a moral responsibility.

# 2014 Highlights

## American Standard Releases the AccessPRO® Right Height Elongated Toilet with Seat

Founding Associate Member American Standard released the AccessPRO® toilet on March 1. The AccessPRO® is an innovative design that saves time and money relocating toilets toward or away from the secondary wall to meet accessibility standards. It allows up to 3-1/2" (89mm) of lateral adjustment of the toilet to the right or left. The AccessPRO® offers the following:

- Two-piece, High Efficiency Toilet (HET), ultra-low consumption (4.8 Lpf/1.28 gpf), and meets EPA Water Sense® criteria.
- Allows up to 3-1/2" (89 mm) of lateral adjustment of toilet to the right (or left when used with left hand bowl) — no floor flange outlet change required.
- Helps conform to needs of Americans with Disabilities Act and Fair Housing Act.
- Includes floor template, adjustable trapway kit, and slow-close seat for easy installation.
- 3" flush valve, 2-1/8" trapway, 12" rough-in, and 16-1/2" Right Height® elongated rim height for accessible application.



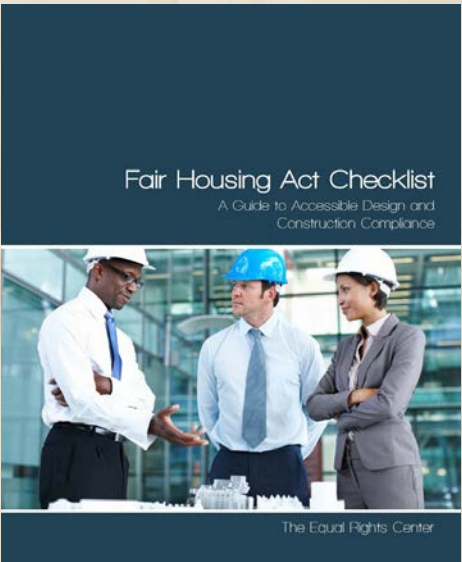
Learn more about the AccessPRO® can be found at <http://www.americanstandard-us.com/accesspro>.

## FHA Checklist

The MHRP released and distributed a new resource publication for multifamily housing developers to better ensure compliance with federal standards regarding accessible housing for people with disabilities.

Developed with support by funding under a grant from the U.S. Department of Housing and Urban Development, the *Fair Housing Act Checklist: A Guide to Accessible Design and Construction Compliance* is a tool for multifamily housing developers that outlines accessibility requirements for design and construction as stipulated in the federal Fair Housing Act.

MHRP members received copies of the checklist in November.





# Available Trainings

The MHRP offers access to a variety of trainings designed to promote housing accessibility.

## Basic Fair Housing

This training includes: information on the background and history of the Fair Housing Act and other laws that impact housing; discusses federal, state and local protected classes; examines common scenarios related to fair housing compliance; and details how to handle reasonable accommodation and modification requests.

## Advanced Fair Housing for Supervisors

This training includes: information on the background and history of the Fair Housing Act and other laws that impact housing; discusses federal, state and local protected classes; examines common scenarios related to fair housing compliance; details how to handle reasonable accommodation and modification requests; analyzes emerging trends in fair housing; and provides information on how to give basic FHA information to new staff address any questions that may arise.

## Source of Income and other locally protected classes

This training includes: information on the background and history of the Fair Housing Act and other laws that impact housing; discusses federal, state and local protected classes; provides an overview of the Housing Choice Voucher program; examines common scenarios related to fair housing compliance; and details how to handle reasonable accommodation and modification requests.

## Reasonable Accommodations and Reasonable Modifications for Property Managers

This training focuses on the requirements of property managers to allow reasonable accommodations and modifications to people with disabilities.

## Accessible Design and Construction

This training focuses on the accessible design requirements as they pertain to newly constructed multifamily buildings under the federal Fair Housing Act.

## Sensitivity in the Workplace

This training includes: participating in awareness-raising activities; defining and discussing culture and workplace diversity; discussing self-awareness; and sharing communication tools.

## Underserved Population Sensitivity

This training focuses on best practices for working with immigrants, LEP/NEP communities, LGBTQ individuals and people with disabilities.

# Multifamily Housing Resource Program October 1, 2013 - September 30, 2014 Financial Recap

## Membership Program Revenues

**MHRP Dues** \_\_\_\_\_ **\$303,000**

## Direct Membership Program Expenses

<b>Personnel (Sub-Total):</b>	<b>_____</b>	<b>\$227,191</b>
Trainings	_____	\$58,300
Member Work	_____	\$65,615
Communications	_____	\$103,276
<b>Non-Personnel (Sub-Total):</b>	<b>_____</b>	<b>\$3,792</b>
Travel	_____	\$1,279
Membership Meetings	_____	\$513
Communications	_____	\$2,000
<b>Total:</b>	<b>_____</b>	<b>\$230,983</b>

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