

Charles D. Hillman

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EXECUTIVE SUMMARY

Executive with over 25 years experience in the real estate and housing industry in both the public and private sectors. Certified Public Housing Manager (PHM) with a broad background in the management of multi-family residential properties, including the development, construction, marketing and leasing phases of conventional and subsidized apartments. Experienced in management and administrative responsibilities for up to 25,000 units.

PROFESSIONAL EXPERIENCE

COLUMBUS METROPOLITAN HOUSING AUTHORITY, Columbus, Ohio **2010-Present** **President and CEO**

Manage and maintain the safekeeping of all Authority property and records, the safety of Authority residents, and act as the Authority's primary liaison with the Board of Commissioners, HUD, and other federal, state and local entities. As an instrumentality of the State of Ohio, ensure the Authority's compliance with all applicable laws and regulations. As CEO, responsible to plan, develop, organize, coordinate, delegate, supervise, and direct the implementation of all the Authority's programs.

- Oversee a staff of 115 employees and an overall annual budget exceeding \$600 million
- Administer over 1,400 units of public housing, over 12,500 Housing Choice Voucher rental subsidies to over 3,000 private landlords, and a highly regarded Shelter Plus Care program serving over 500 disabled and formerly homeless families and individuals.
- Manage a wholly owned subsidiary, Assisted Housing Services Corporation, that contracts with HUD to provide administrative and professional oversight services for the payment of rental subsidies on behalf of low-income families to owners of 58,000 privately owned units throughout Ohio and 6,100 units in Washington D.C.
- Responsible for the formation and implementation of methods to increase sustainable housing through rehabilitation, new construction, and economic development using mixed finance strategies resulting in the creation of 300 new units of housing currently under construction across Columbus.
- Develop and maintain strategic relationships with all of the Authority's partners to leverage resources from both public and private sectors resulting in over \$45 million of new development.

CHICAGO HOUSING AUTHORITY, Chicago, Illinois **2006 – 2010** **Senior Vice President**

Oversee operations with a team of 42 professionals responsible for a portfolio of over 13,000 units comprised of Scattered Sites and Traditional Public Housing units with an operating budget of over \$63 million. Accomplishments include:

- Led a property management transition from 14 Private Property Management firms to 5 firms to improve operating efficiency; thereby, streamlining process flow that ultimately led to 10% cost savings.
- Successfully coordinated and led the 2009 budget process for 70 properties with a budget of over \$63 million while transitioning to an Asset Management model.
- Established and implemented policies to ensure the ongoing delivery and measurement of quality services to residents; established and maintained open communications with all residents by conducting ongoing residents' meetings and regular site visits.
- Assessed training needs for both staff and Private Property Management Firms and designed strategies to meet training goals.
- Managed Private Property Management Firms by establishing and enforcing the Agency's policies and procedures and ensure compliance. Instituted processes for sanctioning firms for failure to meet goals set by the PHA, saving the agency over 100k.
- Launched major marketing campaigns to re-brand the Agency by breakthrough leasing efforts. Campaigns improved occupancy by 10% (approx. 1000 new leases) in only 6 months.

COLUMBUS METROPOLITAN HOUSING AUTHORITY, Columbus, Ohio**1998-2005****Assistant Director of Property Management**

Established agency policies and procedures for the approval of the Board of Commissioners, while creating goals with a team of 13 Area Managers overseeing 4000 units. Developed strategies to implement improvement schedules by analyzing data from work order history, preventative maintenance schedules, resident and management data input. Assessed and determined Capital Improvement needs for area communities. Accomplishments Include:

- Reduced Tenant accounts receivable; maintained the delinquency level below 3%.
- Maintained an occupancy rate of 98% or better in a challenging housing market.
- Revised the Agency's Admission and Occupancy policy to comply with HUD regulations and address the needs of the Agency.
- Decreased excess workforce without sacrificing service efficiencies, and increased morale with employment empowerment.

CINCINNATI METROPOLITAN HOUSING AUTHORITY, Cincinnati, Ohio**1994-1998****Development Manager**

Managed community operations for 632 family and elderly units (2000 residents). Oversaw staff of 15 associates, including leasing, maintenance supervisors, technicians, and grounds personnel. Supervised 24-hr on-call maintenance. Accomplishments included:

- Orchestrated and implemented community relations, operational and administrative policies for four communities.
- Developed highly successful quality control program to increase resident retention by 25%.

MOUNT AUBURN GOOD HOUSING FOUNDATION, Cincinnati, Ohio**1992-1994**

Directed residential and commercial properties throughout the Greater Cincinnati vicinity. Duties included resident selection, corporate screening, and marketing and rent collection for over 700 residential units, generating \$3 million in revenue. Provided financial oversight and maintained cost summaries.

EDUCATION**BACHELOR OF BUSINESS ADMINISTRATION****1991**

Bowling Green State University Bowling Green, Ohio

COMMUNITY INVOLVEMENTUnited Way of Central Ohio
Franklin Park ConservatoryKey Club Member
Trustee**Present**
Present**CERTIFICATIONS & AFFILIATIONS**MBA Management Certification, Loyola University
Executive Public Housing Certification, Nan McKay
Certified Manager of Maintenance (CMM), NCHM
Site-Based Budgeting Specialist, NCHM
REAC Inspection TrainingExecutive Director Certification, PHADA
Certified Public Housing Manager (PHM), NAHRO
Certified Occupancy Specialist, NCHM
Housing Quality Standards Proficiency

AWARDS & RECOGNITION

Next Generation Executive & Emerging Leader Program, Harvard University – Applied and was accepted to participate in the C-Suite Minority focused program, 2011-2012

Recognized by Secretary of HUD Shaun Donovan and awarded the Choice Neighborhood Initiative Implementation Grant, 2014

Received the New World of Work Award for utilization of innovative technologies from RICOH USA, 2015

Recognized by Secretary of HUD Julian Castro for redevelopment of Poindexter Village, 2016

Received Public Service Ambassador Award from Helping Hands, Inc., 2016

Received the Diversity in Business Award, Outstanding Diversity Role Model from Columbus Business First, 2016

Received the Outstanding Community Partner Excellence in Service Award from YWCA, 2016

Received Healthiest Employers of Central Ohio Award, midsize company, from Columbus Business First, 2017