



More Than A Home

## CCH REAL ESTATE MANAGEMENT SERVICES

Property Management  
Social Service Coordination  
Staffing and Customer Service  
Asset Management

Delivering Exceptional Service for Our Valued Partners, Clients and Residents



## NOTABLE ADVANTAGES

- Licensed Certified Staffing
- On-site Social Service Coordination
- Periodic Inspections
- Preventive Maintenance
- Established Professional and Licensed Subcontractors
- Ability to Negotiate Best Prices Due to Sizable Property Portfolio
- Optimal Resident Retention Through Community Building Programs
- Title 24 Certified Staff Members
- In-depth Knowledge of Tax Credit Reporting

## VALUE-ADDED SERVICES

- Building Operations and Management
- 24-Hour Maintenance Service and Repair
- Tailored Marketing and Promotional Campaigns
- Property Inspection Program
- Asset Management
- Lease Administration
- Continued Training and Education
- Fully Staffed Compliance Department
- Property Accounting and Financial Reporting

## BUILDING CARING COMMUNITIES FOR OVER 50 YEARS

Established in 1961, CCH is a non-profit organization that has been building and managing affordable housing communities where seniors live and thrive in comfort and security.

CCH has grown to 59 caring communities that are *More Than A Home* to residents in five states. These communities benefit more than 6,000 seniors, as well as the local neighborhoods, towns and cities in which they live. Working with national, regional and local government agencies, investors and donors, CCH is on track to create or preserve 10,000 affordable homes for seniors in the next 10 years.

## EXPERTISE IN REAL ESTATE MANAGEMENT AND OPERATIONS

CCH has, throughout its history, continued to grow in response to the changing needs of its residents to remain a leader in the management of affordable senior housing and services.

Our team regularly reviews every process and procedure to discover new ways of increasing savings and efficiency without sacrificing quality and service. As a result, we have, often, increased the value of the properties we manage.

We work to make every property competitive with others in the marketplace by continually improving curb appeal, service delivery, and day-to-day operations. Working with property owners, we deliver sound reporting, financial transparency and proactive solutions.

An important part of being a full service management company is the level of care we provide to your residents. Beyond just landscaping and service maintenance, our attention to customer service stands out among our competitors. We understand retaining valued residents, who speak highly of your community, provides stability for you, the property owner, and your investment.

## PIONEERS IN ON SITE SERVICES COORDINATION

Early in its history of managing independent senior living communities, CCH staff noticed that some residents required additional support such as house cleaning, transportation and meals. Linking residents with these services significantly added to the quality of life, enabling our residents to age in place with dignity. CCH was among the first in the arena of affordable housing to identify the need and provide a viable solution by hiring on site service coordinators. Providing this personal touch has become a valuable and integral part of the daily experience at our senior housing communities.

## COMMITMENT TO INNOVATION AND INTEGRITY

As both a nonprofit developer of affordable housing and manager of senior living communities, we understand the varying needs of our partners and investors including state, regional and national agencies. Our deep understanding of compliance issues and processes has allowed us to consistently meet stringent government requirements. Over the past 50 years, CCH has built a sustainable model that has enabled us to effectively manage the continually changing landscape of affordable housing.

Among our greatest strengths are our commitment to transparency, accountability and discipline. Because we understand the fiduciary responsibilities of our partners, all accounting reports undergo a stringent review for accuracy. At every level of service, our management staff undergo periodic evaluations. By regularly reviewing the various facets of our operations, we are able to identify and solve issues. Such commitment is imperative to the delivery of superior quality care and customer service.

When you work with CCH, you partner with an organization that inherently understands a field that we helped to develop over the course of five decades. Together, we can serve the greater good while meeting the bottom line.

## CCH

Exceptional Service Based in Values

## MISSION

Providing Affordable Quality Housing in Caring Communities

## VISION

To Transform Communities By Fostering Human Dignity, Mutual Respect, Personal Independence and Supportive Environments

## VALUES

Caring, Community, Sustainability, Integrity and Independence

## DIVERSITY AND INCLUSION

Our vibrant residents and engaged employees hail from many different walks of life and speak a variety of languages. By embracing diversity and enabling inclusion, we foster trust and confidence with partners and colleagues.







The inherent culture of our organization is one where confidence is built through rigorous training and knowledge is increased through clear communication so caring can thrive in the hearts of our staff and colleagues.

**Don Stump, CEO and President  
CCH**



303 Hegenberger Road, Suite 201  
Oakland, CA 94621  
Phone: 510.632.6712  
Fax: 510.632.6755  
[www.cchnc.org](http://www.cchnc.org)

## TESTIMONIALS

For the past 11 years, we have worked closely with the caring and passionate staff at CCH. With their mission in mind, they have been great stewards of the company's resources allowing them to efficiently and effectively manage their properties.

**Brian Dantzig, Managing Senior VP  
*Heffernan Insurance Brokers***

Residents can trust that CCH will support them in living full and vibrant lives. CCH is one of California's leaders in affordable housing, always working to create innovative solutions to the challenges of housing and services for older persons.

**Joanne Handy, CEO  
*LeadingAge of California***