

## MORE THAN A LANDLORD

### Myth or Reality?

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#### 1. Residents don't want to work.

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal:** MYTH / OVERSIMPLIFICATION

**Discussion point:** Some residents face motivation issues, but low employment can also reflect childcare, transportation, disability, skill gaps, schedules, benefits cliffs, labor-market conditions, or lack of trust. Diagnose before judging.

#### 2. If residents do not attend, they are not interested.

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal:** MYTH

**Discussion point:** Low attendance can be feedback about timing, communication, trust, format, relevance, transportation, childcare, or whether residents helped shape the activity.

#### 3. Every strong resident program requires grant funding.

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal:** MYTH

**Discussion point:** Many useful activities can be built through partnerships, volunteers, existing spaces, staff coordination, resident leadership, in-kind support, and shared resources.

#### 4. Resident Services owns resident success.

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal:** MYTH

**Discussion point:** Resident Services can lead and coordinate, but agency culture, property management, HCV, maintenance, leadership, partners, and residents all influence outcomes.

#### 5. Self-sufficiency means everyone should leave housing assistance.

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal:** MYTH

**Discussion point:** Economic independence can be an important goal for many households, but meaningful progress must account for household circumstances. Stability, income growth, education, savings, health, leadership, and reduced crisis can also represent success.

#### 6. Compliance and compassion are opposites.

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal: MYTH**

**Discussion point:** Strong agencies can apply rules consistently while communicating respectfully, considering legitimate circumstances, and connecting residents to appropriate resources.

**7. More activities mean a stronger Resident Services department.**

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal: MYTH**

**Discussion point:** Activity is not the same as impact. Ten events with weak outcomes may be less valuable than three programs tied to clear resident goals.

**8. Residents should have a role in designing programs.**

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal: REALITY**

**Discussion point:** Resident voice improves relevance, identifies hidden barriers, and can create ownership. Listening does not mean every request becomes a program.

**9. Some good programs should be ended.**

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal: REALITY**

**Discussion point:** Programs can outlive their usefulness. Limited resources should be redirected when an activity no longer addresses a priority, produces little value, or can be delivered better another way.

**10. Staff burnout can affect resident outcomes.**

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal: REALITY**

**Discussion point:** Exhausted staff may become transactional, less creative, and less patient. Boundaries, supervision, clarity, workload management, and recognition matter.

**11. The best partnership is always the one that brings money.**

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal: MYTH**

**Discussion point:** Expertise, access, trust, employment pathways, space, volunteers, technology, transportation, and referrals can be as valuable as cash.

**12. Residents themselves are an underused resource.**

Audience vote: MYTH | REALITY | IT DEPENDS

**Reveal: REALITY**

**Discussion point:** Residents can be mentors, ambassadors, teachers, volunteers, peer connectors, entrepreneurs, advisory voices, and community leaders.