



The Episcopal Cathedral of St. Philip is excited to be partnering with National Church Residences to operate the Cathedral Towers, which is a Housing and Urban Development facility for seniors at 2820 Peachtree Road, adjacent to the Cathedral property. National Church Residences will bring expertise and experience necessary to continue the tradition of care that the community has enjoyed and the ability to perform the renovations that the facility requires. Proceeds from the transaction will benefit Atlanta's low-income senior population via the Cathedral's work in improving housing access, affordability, and support services.

Included in this document:

p2. Statement on the partnership

p3. Announcement from the Very Rev. Sam Candler to the Cathedral parish (July 16, 2023)

p4-5. Letter to residents from Todd Puhl of National Church Residences (February 20, 2023)

p6-7. Letter to residents from Todd Puhl of National Church Residences (December 21, 2023)

p8-11. Annotated response to resident association notice (December 6, 2023)

p12-14. FAQs distributed to residents in response to written questions (August 29, 2023)

p15-19. FAQs distributed to residents in response to resident interviews (August 8, 2023)

*The letters to residents describe the staffing plan under National Church Residences and other transition topics, and were distributed to all residents.*

*The annotated response addresses concerns in a notice distributed by the residents association to Buckhead neighbors.*

*The FAQ documents address frequently asked questions posed by residents following a meeting with Cathedral and National Church Residences leadership on July 19, and prior to a meeting with the Cathedral Towers board of directors on September 26.*

*For more information, contact the Rev. Canon George Maxwell, vicar of the Cathedral: 404-365-1088 or [gmaxwell@cathedralATL.org](mailto:gmaxwell@cathedralATL.org).*



The Episcopal Cathedral of St. Philip is excited to be partnering with National Church Residences to operate the Cathedral Towers, which is a Housing and Urban Development facility for seniors at 2820 Peachtree Road, adjacent to the Cathedral property.

National Church Residences is a nationally-recognized leader in the affordable housing sector.

Following an extensive search and vetting process, the Cathedral Towers Board of Directors and the Cathedral Chapter chose National Church Residences as its partner in this deal because of their reputation as a highly functioning, award-winning faith-based nonprofit with experience nationally and in the Atlanta market.

National Church Residences outperforms industry benchmarks and is designated by the Georgia Department of Community Affairs consistently as a “high performer.” National Church Residences is among the select few CORES certified organizations in Georgia. This certification acknowledges their robust commitment, capacity, and competency in offering resident services coordination in affordable rental housing.

The Cathedral is entering into this partnership for two reasons.

First, National Church Residences will bring expertise and experience necessary to continue the tradition of care that the community has enjoyed and the ability to perform the renovations that the facility requires. The Towers is a Housing and Urban Development facility for seniors, and qualifications for residency, as mandated by HUD Section 202, “Supportive Housing for the Elderly,” will remain unchanged. The good news is that National Church Residences has committed to a significant renovation of the forty-five-year-old facility, including a renovation of each resident’s apartment, which will ensure that the Towers continues to provide high quality low-income housing in Buckhead for its current residents and for generations to come.

Second, the Cathedral will be able to expand its mission to low-income housing for the elderly in Atlanta. The Cathedral will create a special fund dedicated to improving access to and the affordability of housing and the provision of support services for low-income seniors. The fund will also continue to support the Cathedral’s mission of providing services to residents of the Towers. Indeed, the Cathedral expects to have a continuing active relationship with the Towers as part of its partnership with National Church Residences. All services currently offered to Cathedral Towers will remain in place.

*For more information, contact the Rev. Canon George Maxwell, vicar of the Cathedral: 404-365-1088 or [gmaxwell@cathedralATL.org](mailto:gmaxwell@cathedralATL.org).*

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# The CATHEDRAL TIMES

*The weekly newsletter of the Cathedral of St. Philip · Serving Atlanta and the World · July 16, 2023*

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## CATHEDRAL TOWERS IS BEING MADE NEW

**By the Very Rev. Sam Candler, Dean of the Cathedral**

The entire board of The Cathedral Towers has done some outstanding and creative work, following the same spirit of the Cathedral parishioners who helped start Cathedral Towers back in 1976-1979. Back then, the board found a way to use appropriations from the Department of Housing and Urban Development to create housing for the elderly, which came to be known as Cathedral Towers, Inc. The mission was to create low income elderly housing.

It was a new thing for the church to be doing. “See I am doing a new thing,” were words in the Revelation of John (Rev. 21:5) and the prophesy of Isaiah (Is. 43:16-21). Those words encourage us with the courage and initiative to embrace the new ways that God is changing and renewing our lives for the greater good.

Today, I am excited to announce that the board of The Cathedral Towers, with the Cathedral Chapter, is in the process of another new thing. After much due diligence and prayer, we have decided to begin a process that could lead to a partnership with National Church Residences, one of the country’s largest operators of affordable housing for the elderly. If the process is completed, National Church Residences will become the operator of Cathedral Towers under a long-term lease agreement. The terms of the lease will ensure that the Towers will continue to be operated as a Housing and Urban Development facility for low-income seniors throughout the length of the lease. Rents for Towers residents will continue to be determined by HUD and will not be affected by this transaction.

The Cathedral of St. Philip is entering into this partnership for two reasons. First, National Church Residences has committed to a significant renovation of the forty-five-year-old facility, including a renovation of each resident’s apartment. The renovation will be financed through the Federal Government’s Low Income Housing Tax Credit Program. This renovation will ensure that the Towers continues to provide high quality low-income housing in Buckhead for its current residents and for generations to come.

Second, because National Church Residences will receive significant tax credits as part of the Low Income Housing Tax Credit Program, the Cathedral of St. Philip will receive a significant payment from National Church Residences which will allow the Cathedral to expand its mission to low-income housing for the elderly in Atlanta. The proceeds from the transaction will go into a special fund dedicated to improving access to and the affordability of housing and the provision of support services for low-income seniors. The fund will also continue to support the Cathedral’s mission of providing services to residents of the Towers. Indeed, the Cathedral expects to have a continuing active relationship with the Towers as part of its partnership with National Church Residences.

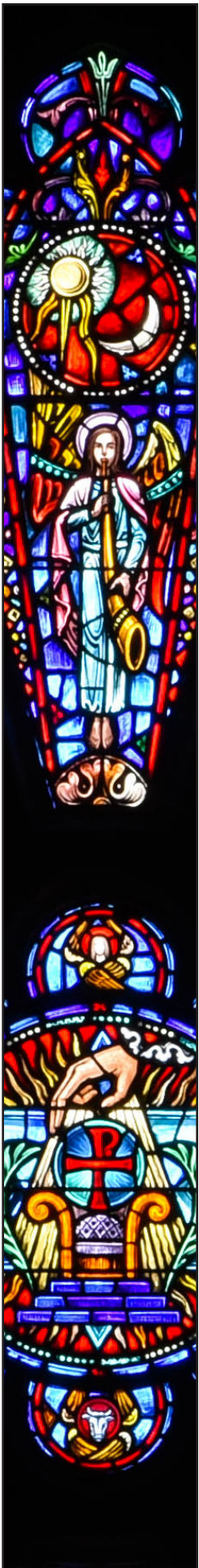
The Cathedral is pleased to have National Church Residences as its partner in preserving low-income housing for elderly in Atlanta. National Church Residences operates 13 senior housing communities in the metro Atlanta area. The Cathedral and the Towers Board chose National Church Residences as its partner in this transaction after receiving indications of interest from many operators of low-income housing, and an extensive review process in which Towers Board members and Cathedral parishioners, clergy and staff participated.

There are lots of people to thank for getting us where we are today, and there are more details to discuss if we complete the process. I share our excitement now, though; we believe this partnership with National Church Residences will improve the lives of the residents of the Towers, ensure that the Towers will remain dedicated to low-income senior housing, and allow the Cathedral to expand its efforts to support low-income seniors beyond any scope that we could have imagined before.

We cannot always see all that God is doing in our midst, but right now we are fortunate to be able to witness the creation of new life in our ministry to people we have cared so much about for so long.

You may contact Canon George Maxwell, or me, or members of The Cathedral Towers Board of Directors, for further information. Meanwhile, thank you to so many for continuing the creative spirit of Cathedral mission!

*Sam Candler*





National Church Residences  
EXCELLENCE THAT TRANSFORMS LIVES

**NATIONAL HOME OFFICE - 2245 NORTH BANK DRIVE, COLUMBUS, OH 43220**  
**LOCAL OFFICE - 135 AUBURN AVE NE, SUITE 202, ATLANTA, GA 30303**

Date: February 20, 2024  
To: Residents of Cathedral Towers  
From: National Church Residences – Atlanta Team

Dear Residents of Cathedral Towers,

We hope you are having a wonderful start to your 2024. We are writing to provide you with an update on the status of the transfer to National Church Residences and the change in management.

National Church Residences submitted its request to HUD for approval of the transfer of Cathedral Towers on November 9, 2023. Upon HUD's approval, we will proceed with the closing, which is expected to occur in the first quarter of 2024, pending HUD's timeline. We will keep you informed as this process moves forward.

We are pleased to inform you that National Church Residences has conducted interviews and extended offers of employment to nine Cathedral Towers team members, all of whom have accepted. We are excited to welcome these staff members along with some great new team members. We will offer education and mentorship opportunities from the tenured, local National Church Residences team as well as support from our regional leadership and central office.

As part of the transaction, National Church Residences will be making a number of improvements to Cathedral Towers, as required by HUD, including enhancements to ADA units, select common areas and the parking lot. These improvements will not affect every unit. Before work begins, our team will meet with the small group of residents affected by these changes. A separate communication will be sent directly to these residents in March/April to arrange personal meetings with our team.

As previously communicated in December, we also are pleased to announce that with the support of the Cathedral of St. Phillip, we will maintain third-party security at the property. Going forward, the current security set-up and the front desk will be staffed as it is now. In addition, National Church Residences is dedicated to ensuring that residents continue to have access to a variety of services, similar to the engagement opportunities available today.

We look forward to meeting you in person and getting to know the residents of Cathedral Towers. During the first quarter of the year, the National Church Residences



National Church Residences  
EXCELLENCE THAT TRANSFORMS LIVES

team will participate in resident events at the community. We are excited, with the support of Cathedral of St. Phillip, to hire an activities coordinator who will work to continue to improve the quality of activities and engagement with residents. One of the first activities planned is a *Build Your Own Terrarium* session. More details on this will be provided soon, along with a sign-up sheet to participate.

National Church Residences is proud to provide high quality care, service and communities for seniors. We want to thank you in advance for your patience during this transition. Your comfort and well-being are top priorities as we embark on this exciting new chapter together. If you have any questions, please reach out to Todd Puhl at [ParishGroveInfo@nationalchurchresidences.org](mailto:ParishGroveInfo@nationalchurchresidences.org) or 614-559-6158.

Sincerely,

Todd Puhl



Todd Puhl  
Regional Vice President  
National Church Residences  
[www.nationalchurchresidence.org](http://www.nationalchurchresidence.org)



NATIONAL HOME OFFICE - 2245 NORTH BANK DRIVE, COLUMBUS, OH 43220  
LOCAL OFFICE - 135 AUBURN AVE NE, SUITE 202, ATLANTA, GA 30303

**Date:** December 21<sup>th</sup>, 2023

**To:** Residents of Cathedral Towers

**From:** National Church Residences – Atlanta Team

Dear Residents of Cathedral Towers,

We are pleased to provide you with an update on the status of the transfer and change in management to National Church Residences. On November 9<sup>th</sup>, 2023, National Church Residences submitted its request to HUD to approve the transfer. Once HUD approves, National Church Residences and the Cathedral will proceed with closing. This date is subject to HUD's timing, but is anticipated to take place in the first quarter of 2024.

Cathedral Towers employees have met one on one with National Church Residences leadership and HR teams. Existing Cathedral Towers staff who are interested in becoming a National Church Residences team member will have the opportunity to apply. Those selected for employment will become National Church Residences team members, we anticipate effective the day of closing. All hired staff will receive education on National Church Residences policies and procedures along with mentorship from tenured National Church Residences team and support from our Regional Leadership and Central Office.

During the months of January and February, the National Church Residences operations team is excited to participate in some of the resident events at the community. More information to come. In addition, National Church Residences is committed to providing monthly written updates and communication to the Cathedral Tower residents on the progression of the transition.

We are happy to communicate that with the support of the Cathedral, we plan to maintain 3rd party security at the property consistent with how the property operates today. Under National Church Residences' management, the front desk will be staffed similar to the current arrangement. In addition, National Church Residences is dedicated to ensuring residents have access to a variety of services similar to today's engagement.

At the Cathedral's request, the name of Cathedral Towers will be changing upon the transfer and change in management. It was important for us to honor the property's historical connection to the church and the picturesque natural setting of the community. With the blessing of the Cathedral, we are excited to share the new community name Parish Grove. This name was chosen to honor the church who founded the community, as well as giving a nod to the beautiful community gardens the residents have worked so hard to cultivate. Again, these gardens will not be changed as part of National Church Residences acquisition or renovations.

As part of the transaction, HUD will require certain improvements to Cathedral Towers. After closing, National Church Residences will begin working on these HUD required improvements made to ADA Units and select common areas and parking lot. Before any work begins, National Church Residences team will be meeting with the small group of residents affected by these improvements. A separate communication will be sent directly to these residents in the month of February/March to coordinate a personal meeting with our team.

Thank you for your patience. Your comfort, well-being and peace of mind are top priorities as we embark on this exciting new chapter together. If you have any questions, please reach out to Todd Puhl at [ParishGroveInfo@nationalchurchresidences.org](mailto:ParishGroveInfo@nationalchurchresidences.org) or 614-559-6158. As questions are gathered, a follow up FAQ will be distributed to the residents.

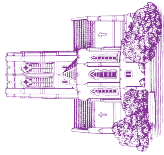
Wishing you warm holiday wishes and a blessed new year!

Sincerely,

*Todd Puhl*

Todd Puhl  
Regional Vice President  
National Church Residences





The CATHEDRAL of  
**ST. PHILIP**  
SERVING ATLANTA AND THE WORLD

## Annotated Response to Notice Posted by Cathedral Towers Residents' Association

December 6, 2023

The Cathedral Towers and National Church Residences have entered into a 99-year lease agreement to preserve and make material improvements to a 45-year-old building. The Cathedral insisted on the lease structure instead of a sale of the property to contractually require the property is operated for affordable senior housing and not redeveloped for another use. A multi-million-dollar renovation of an aged apartment building is a net benefit to the Cathedral Towers and Buckhead Village communities.

We understand the the residents' concerns and have addressed them in writing, in person, on the phone. We have repeated answers in many of our communications in an effort to combat the same misinformation that we have been hearing over the past few months. This is a complex transaction that will bring changes to the Towers. Some will be temporarily disruptive, but we believe they are for the ultimate benefit of this and future generations of Towers residents. Over the past six months, we have met individually, in small groups, and with the entire Towers community. We believe the Towers residents are doing their best. And we'd like the residents to grant the same consideration to those working on behalf of National Church Residences and the Cathedral of St. Philip.

### UPDATED NOTICE

**TO: BUCKHEAD VILLAGE  
FROM: CATHEDRAL TOWERS RESIDENTS' ASSOCIATION**

In the process of doing our due diligence since late July, we have found we are not only fighting to protect Cathedral Towers from this takeover by National Church Residences ("NCR"), but we are fighting to protect Buckhead Village, as well. We realize Buckhead Village needs "HARD FACTS" about this takeover, not just the same "stock" answers that St. Philip's has given to the media. Below we will provide you with facts that we are ready and willing to share, some websites to review for yourselves and a telephone number (404-348-0410) to call to get further information and websites.

Cathedral Towers realizes that you may think we are "disgruntled old folks", and St. Philip's would probably have you believe this, but we have assured St. Philip's we will work with them to find a management company who will keep OUR STAFF AND OUR WAY OF LIFE. St. Philip's has not responded, and says this is a done deal. NOT SO, HUD only learned last week from Cathedral Towers Residents' Association about this takeover, and nothing is final until HUD gets the proper paperwork and evaluates the situation.

Please DO NOT ACCEPT NCR and St. Philip's response, and NEITHER ARE WE ASKING THAT YOU ACCEPT Cathedral Towers' response. What we are asking is that you do your own research into this matter, because Buckhead Village will be left with what will be brought into Cathedral Towers on a 24/7 basis.

Below you will find pertinent information, all factual and provable.



ALL ABOUT THE MONEY

FORM 990 FILED IN 2022 FOR NCR OFFICERS COMPENSATION

OFFICERS	BASE PAY	OTHER
Mark Ricketts (President, CEO)	\$753,849	\$40,863
Steve Bodkin (SVP/COO)	\$440,935	\$44,505
Susan Dimickele (SVP Senior Services and Senior Living)	\$438,026	\$39,477
Michelle Norris (EVP, SRTG Initiatives and Ext. Affairs)	\$415,738	\$32,930
Matthew Rule (SVP Development and Construction)	\$346,435	\$41,418

You may find further information regarding this non-profit organization by searching National Church Residences Form 990. Mark Ricketts salary increased from \$612,482 in 2021 to \$753,849 in 2022. The employees who actually run the day-to-day operations of NCR are compensated slightly higher than minimum wage from \$11.00 an hour to \$35.00 an hour, and these employees are only required to have a GED or high school education.

Further, St. Philip's Cathedral will be receiving \$51,000,000 for an unheard of 99 year lease with NCR. St. Philip's has consistently, since July 1<sup>st</sup>, stated the same "stock" responses to Cathedral Towers, media outlets and anyone who calls their number, that this takeover is for needed renovations. NOT TRUE. These renovations can be done without disrupting Cathedral Towers senior' lives by moving them from their homes. Further, the apartments are renovated by HUD standards every time someone moves or passes away.

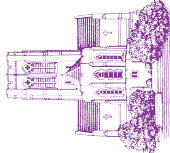
STAFFING

Our present staff is being forced to reapply for their jobs with a cut in pay of about one-third of their present salary, if they are rehired at all. Some will lose a portion of their pension. We have a college educated Executive Director with almost 14 years of experience working with seniors, a college educated Director of Operations who has spent almost 23 years at Cathedral Towers, an unmatched maintenance staff who work 6 days a week and are on call 24/7, an unmatched housekeeping staff that keep Cathedral Towers spotlessly clean 5 days a week, two Service Coordinators who get help for our seniors who need wheelchairs, walkers, etc. and a Social Director

Employees of National Church Residences are paid competitively from the front desk to the c-suite. National Church Residences manages a two-billion-dollar portfolio of communities around the country and their compensation practices reflect that.

As part of the lease agreement, National Church Residences will pay the Cathedral an undisclosed sum of money. 100% of the funds will be used to continue to improve affordable housing in Atlanta: both by supplementing the operations and program cost of Cathedral Towers, and by expanding access to affordable housing and senior services throughout the city.

Yes, as is customary in a change of management, current employees are applying to work for National Church Residences. All current employees are given first consideration for each position and the number of staff members and roles will be roughly equal before and after the transaction. We hope all staff will stay and have offered financial incentives to encourage them to do so. All staff have received bonuses for working through this transition, no one is losing any pension benefit, and employees not offered positions by NCR will receive a generous severance package.



The CATHEDRAL of  
**ST. PHILIP**  
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# Annotated Response to Notice Posted by Cathedral Towers Residents' Association December 6, 2023

Security and the front desk will continue to be staffed on-site, as they are currently.

Since its inception and by its very nature, the Cathedral Towers has relied on funding from the Department of Housing and Urban Development to subsidize the 200+ residents. As part of the lease agreement, the Towers community will continue to operate in that same fashion for the next 99 years. Age requirements for residents will remain consistent with what they are today, under HUD guidelines.

We have read the articles. The articles, while alarming and some tragic, are not damning. All articles show NCR responding. NCR manages properties around the country where more than 25,000 people live, and unfortunately in any system that large, occasional problems arise. Significant building and resident issues have occurred at the Cathedral Towers, as recently as earlier this month. We also note that NCR is to be commended for taking on the management of facilities in neighborhoods that face much higher rates of poverty and crime than does Buckhead, several of which were in dire straights before NCR took over.

*continued next page — p.2a*

who coordinates grocery shopping once a week, pleasant outings for other shopping and lunches, as well as other entertainment. All with our present Operating Account, which is not subsidized by St. Philip's (see below).

When NCR takes over, Cathedral Towers' residents will have a telephone number to call stating they will get back with us. St. Philip's Cathedral is turning over ALL management duties to NCR, which has their own "set of standards", and there will be no one to answer a call if there are intruders, fires, flooding, etc. The residents will get an answering machine. Less staffing and more money to be distributed to the top level officers. (See below).

## HUD FUNDING

Contrary to popular belief, Cathedral Towers is totally self-sufficient; receiving no funding except from HUD. St. Philip's is paid for the building and property by HUD, as well, and St. Philip's contributes NOTHING in regard to Cathedral Towers' daily operations. We pay the same percentage of rent as other independent HUD facilities, but because of our many residents who were professionals before retirement, we pay more in rent due to higher Social Security payments, which makes Cathedral Towers the "star" of HUD facilities in the State of Georgia. During our research, we have found that NCR will get greater funding from HUD if they bring in people who cannot afford to pay the higher rent. At one of NCR's facilities they asked for waivers for age exemption and GOT IT APPROVED. At present you have to be 62 or older to apply at Cathedral Towers. NCR is not listed with the Better Business Bureau, which means they either didn't respond to their request or has declined to be evaluated.

## NEWSPAPER ARTICLES

We have compiled a binder of NEWSPAPER ARTICLES on NCR properties all across the country. THESE NEWSPAPER ARTICLES CANNOT BE DISPUTED. They are frightening and show the type of people that NCR chooses to rent their properties. Shootings and killings inside the senior facility, resident murdering employees, sexual assaults, residents pulling guns on residents, drugs, prostitution, thefts, etc., and the lesser of evils; broken elevators, broken air conditioning systems, mice, roaches and bedbugs. THERE ARE MANY, MANY NEWSPAPERS ARTICLES PROVING THAT NCR IS ONLY IN THE NON-PROFIT BUSINESS TO ENRICH THE TOP TIER OFFICERS, AND NOW ST. PHILIP'S CATHEDRAL WILL BENEFIT BY \$51,000,000. ALL WITH TAXPAYER FUNDS.

## **BUCKHEAD VILLAGE**

We at Cathedral Towers consider Buckhead Village our home and will fight the "good" fight to protect Cathedral Towers AND BUCKHEAD VILLAGE. Many of our residents grew up in Buckhead Village, many have lived in Buckhead Village for 20, 30 and over 40 years. We know we have been good neighbors. We wish BUCKHEAD VILLAGE to understand that this fight is not just about Cathedral Towers. Those of our residents who can afford to move will be moving if this takeover goes through. Once NCR takes over, it will be a monumental disaster and 24/7 fear of what lives at the end of the drive. BUCKHEAD VILLAGE WILL HAVE LOST THE GOOD NEIGHBORS.

We ask that residents of Buckhead Village join us in this "good" fight to rid ourselves of what will befall ALL of us. Please, don't make the mistake of believing this is anything BUT ABOUT THE MONEY. MONEY IS THE DRIVING FORCE BEHIND THIS TAKEOVER. THE FACTS ARE THERE!

Thank you.

CATHEDRAL TOWERS RESIDENTS' ASSOCIATION (404-348-0410)

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Again, this transition preserves the current use of Cathedral Towers for the next 99 years while making meaningful improvements to the community. The Cathedral is not going anywhere and will continue to supplement the Towers staffing model. In addition, our long-standing ministry of relationship will continue and hopefully expand as NCR brings its experience into the day-to-day operations of Cathedral Towers.



## Frequently Asked Questions

### Cathedral Towers

August 29, 2023

Dear Residents of Cathedral Towers,

We are pleased to provide you with responses to additional Frequently Asked Questions (FAQs) that we've received in recent weeks since we initially shared our first set of FAQs on August 8th. Your concerns and inquiries are of utmost importance to us, and we remain dedicated to ensuring clear and effective communication throughout this transition process.

We want to assure you that National Church Residences and The Cathedral are fully committed to addressing any concerns you may have and providing transparent information every step of the way. We value your trust and are working diligently to make this transition as seamless and beneficial as possible for all residents. Please feel free to review the new and updated FAQs, which include further details on staffing, services, resident activities and more.

Thank you for being a valued part of the Cathedral Towers community. Your comfort, well-being and peace of mind are our top priorities as we embark on this exciting new chapter together.

#### **Will there be personnel available at the front desk?**

Under National Church Residences' management, the front desk will be staffed similar to the current arrangement.

### **What services will residents have access to?**

National Church Residences is dedicated to ensuring residents have access to services, including medical assistance, grocery options and shuttles wherever feasible. Although certain services might evolve, we anticipate introducing new or enhanced services. We'll provide more detailed information on these services as the transition date approaches.

### **What changes will occur in the garden?**

The garden, cherished by residents, remains a central feature of Cathedral Towers. Following an assessment by the Americans with Disabilities Act consultant, the garden's compliance has been confirmed, allowing it to remain as is. Management staff will continue collaborating with resident gardeners to maintain the garden's status as a beloved community asset.

### **Who will be eligible to reside in Cathedral Towers under National Church Residences' management?**

Qualifications for residency, as mandated by HUD Section 202, "Supportive Housing for the Elderly," will remain unchanged. While National Church Residences offers a variety of living options for older adults across its nationwide portfolio – including independent living, memory care, home health care, and supportive housing for individuals with disabilities – the residency requirements at Cathedral Towers will remain consistent. The ground lease agreement affirms that Cathedral Towers will continue to exclusively operate as affordable senior housing, aligning with our shared mission.

### **Will renovations encompass common areas like hallways and elevators?**

In addition to apartment upgrades, potential funding from the Georgia Department of Community Affairs could cover renovations for common areas. Pending competitive award of the application submitted by National Church Residences this year, renovations could begin in early 2025. Resident input will be considered when making decisions on common area amenities.

**What does Dean Candler's mention of a "continuing active relationship with the Towers as part of its partnership with National Church Residences" imply?**

The Cathedral's commitment to fostering a sense of community for the residents of Cathedral Towers will persist. Canon Julia Mitchener's engaging weekly Bible study, St. Anne's Guild's compassionate ministry and the joyful caroling by the choristers during December are just a few examples. Financial support for resident services and activities will continue, embodying the Cathedral's ongoing partnership. Expect these activities and potentially more to endure.

**I've encountered negative online reviews about National Church Residences. How do you address these concerns?**

National Church Residences, a faith-based nonprofit, holds national recognition as a senior housing community leader. With an average HUD Real Estate Assessment Center inspection score of 93, we consistently outperform. To put this in perspective, Cathedral Towers' most recent inspection score was 84. The Georgia Department of Community Affairs consistently designates us as a "high performer," and CEL & Associates lauds us as "best in the industry" for exceptional service quality. Our properties also earn "Communities of Quality" recognition from The National Affordable Housing Management Association. Locally, our managers and service coordinators have been commended by past and present Atlanta mayors for their dedicated service.

National Church Residences is among the select few CORES certified organizations in Georgia. This certification acknowledges our robust commitment, capacity, and competency in offering resident services coordination in affordable rental housing. Our leadership actively participates in organizations such as SAHF, LeadingAge, National Affordable Housing Trust, National Affordable Housing Management Association, the Women's Affordable Housing Network, and more.

**Will the name of Cathedral Towers change?**

Since National Church Residences is taking over management from the Cathedral of St. Philip, the property's name will change. We eagerly anticipate unveiling the new name, which will honor the property's historical connection to the church and its picturesque natural surroundings, later this autumn.



# National Church Residences

## Renovation and Relocation Frequently Asked Questions

### Cathedral Towers

August 8, 2023

#### **Who is National Church Residences?**

Founded on a faith-based mission, National Church Residences (then Ohio Church Residences) has grown from a flagship community, Bristol Village, in Waverly, Ohio, to become the nation's largest non-profit provider of senior housing in the country. Today our organization owns and/or operates 340 senior housing communities in 25 states. And, we continue to add new communities and senior services every year.

#### **When will National Church Residences take over management?**

At the time of execution of the ground lease, by January 2024.

#### **Will all staff members remain at the property after management change?**

As it is best practices at National Church Residences, Staff who are part of an acquisition will be considered first for any open position at the acquired property. While it is not always possible to maintain all staff during acquisitions, it is our goal to maintain as many qualified individuals that fit within our staffing strategy. National Church Residences is committed to partnering with The Cathedral of St. Philip to deliver resident services to the property.

#### **Will the property continue to have security?**

With the support of the Cathedral of St. Philip, we plan to maintain 3rd party security at the property consistent with how the property operates today

#### **Will National Church Residences be the new building owner?**

National Church Residences will have a 99-year ground lease interest in the property.





# National Church Residences

## **When will we know if the building will be renovated?**

National Church Residences is applying for funding to renovate your property. The application is competitive, meaning many organizations are applying for funding and not all will win. We are hopeful our application will be successful and we will be able to renovate the building in the near future.

There are several documents that must be submitted with application. For the Department of Georgia Affairs (DCA), we are required to inform you of our plans to submit for application. This information was provided in your General Information Notice on July 19, 2023. We are also required to complete in person interviews with every resident to gather household information and your feedback for renovation. Resident interviews were completed on July 31, 2023 and August 1, 2023. We will be following up with those residents who were unable to make the scheduled interview days.

We are in the process of gathering the required application documents, which will be submitted to the Department of Community Affairs (DCA) in October 2023. We will then be notified in early 2024 if our application was approved. If the application is selected, renovation work would start in early 2025 at the earliest. If our application is not selected in this round, we will need to re-apply for funding in future rounds.

## **When will the renovation happen?**

The earliest we would be on-site is early 2025. Residents will be provided with a detailed schedule regarding when their apartment home will be impacted. Further communication will be provided once we have been notified on the status of our application early next year.

## **What will the renovation include?**

We are in the early stages of determining the scope of work. Our architects and engineers will gather resident feedback through surveys, property management and maintenance feedback, and do their own testing and surveying to get a comprehensive understanding of the needs of the community.







## National Church Residences

Many factors will go into determining the scope of work for a renovation; including how much money we are awarded for renovation, what our architects and engineers find that will need replaced and a determination of our most immediate needs for replacement.

### **Will every apartment home need to be renovated?**

Yes, if our application is selected for funding, all apartment home renovation updates will be the same for every apartment home. Handicapped and units designed for audio/visually impaired residents will be renovated to modern accessibility standards as determined by state and federal regulations, with quality assurance from a qualified accessibility consultant who has been engaged for the entire project.

### **Will I need to move out of the building during renovation?**

No, residents will not need to move out of the building during renovation. National Church Residences will cease leasing vacant apartments upon funding award to allow for vacancy growth at the property, enabling the use of “swing units” to allow residents to stay on site throughout renovation. We typically see 10-15% vacancy during the roughly 12-month period from the time we are awarded to the time when renovation starts.

### **How does the renovation process work?**

National Church Residences has completed numerous renovations all over the country. 11 of the 17 properties in the Atlanta portfolio were acquisition/rehabs. 3 of these properties were HUD subsidized towers of 200 apartments or more.

While each renovation is unique and provides its own challenges, National Church Residences’ experience ensures that the construction and relocation process will be handled as smoothly as possible. Typically, a renovation project is broken into a number of construction phases. During each phase, a portion of the building will be cleared out so that the renovation can take place. Affected residents will be housed onsite temporarily in a vacant apartment home at Cathedral Towers while their apartment homes are being renovated.





## National Church Residences

### **Will I have to move during the renovation? If so, who will move my items?**

National Church Residences will be responsible for all reasonable costs associated with the relocation process. This includes direct payment by National Church Residences to the moving company for moving and packing assistance, packing materials, and any necessary storage costs. All of these costs will be paid up-front by National Church Residences. The moving company will be hired by National Church Residences so that tenants will have professional, vetted, and insured movers ready for when it is your time to move.

### **Will packing supplies be provided?**

Yes! Packing materials will be provided to you prior your move. This provides the flexibility to pack any items you would prefer to pack yourself.

### **Who decides the design standards?**

National Church Residences strives to create an attractive, high-quality living community for residents while at the same time being mindful of the costs of construction, ongoing maintenance and operations, and meeting local, state and federal regulations. Through consulting experts and our 60+ years of experience, the National Church Residences development and construction teams have developed design standards to help us strike that delicate balance. We continue to adjust them based on changes in resident desires and changes in the marketplace.

### **Will automatic withdrawal still be an option to pay our rent?**

National Church Residences only accepts payment via check or money order.

### **Will rent still be due between the 1st and the 5th of every month?**

Yes.





# National Church Residences

## **Whom can we contact with questions or concerns?**

Further information will be provided once we know if our application has been selected for funding. If you have any questions you may leave a message for the Relocation Team at 855-286-6786 or at [relocationhotline@nationalchurchresidences.org](mailto:relocationhotline@nationalchurchresidences.org).

