Organization: St. Andrew’s Housing Group
Your Name/Title: John Doe, Director of Operations
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Please provide some background information about your agency:
St. Andrew’s Housing Group (SAHG) is a private, nonprofit organization that owns six affordable housing properties (190 units) on Seattle’s Eastside. Its recently updated Strategic Plan calls for adding at least 120 units within the next five years. The plan also calls for SAHG to develop an in-house property management program.

SAHG currently contracts its property management function. The majority of nonprofit organizations similar to SAHG do not contract for property management, feeling that in-house property management is necessary to ensure that housing is managed economically and in a manner consistent with each organization’s mission and philosophy.

Please describe the problem, challenge, or opportunity that the student consultant team will address.
SAHG recognizes that many challenges are associated with administering an in-house property management program. Such challenges include, but are not limited to, staffing, training, liability, insurance, accounting, budgeting, and impact on the organization. Prior to transitioning from contracted to in-house property management, SAHG needs a detailed analysis of the challenges and benefits of doing so. The specific questions SAHG would like to address are:
- Will an in-house property management program allow SAHG to most effectively serve its target population and meet its mission?
- What is the best way to make the transition, given current and projected resources and capabilities?

What would you like to find out or have accomplished; what is the desired deliverable?
The research project would provide SAHG with a cost-benefit analysis and answers to the above questions in the form of a written report.

What are some key tasks the students will perform to complete the project?
- Conduct literature review
- Contact nonprofit organizations similar to SAHG that do in-house property management to document best practices (SAHG will provide a list of organizations with which we have connections)
- Develop recommendations
- Prepare final report
What resources are available to complete the project?
SAHG staff will provide access to our staff and help the students secure interviews with other nonprofits using our connections.