



2021-2022 ANNUAL REPORT



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A MESSAGE FROM OUR LEADERS

Dear Partners & Community Stakeholders,

These past two years have been a period of unprecedented growth for UPholdings, and we are excited to share this snapshot with you of highlights from 2021 & 2022. As with the rest of the world, 2020 forced us to adapt quickly during the difficulties of a global pandemic, but the stability that followed allowed us to spend much-needed time vision casting and planning for the future.

We opened a regional office in California, where we have been aggressively expanding to provide housing in the Central Valley. Our team has been laser focused on developing new projects and partnerships in this region, securing public funding, as well as bringing existing projects to fruition. Our portfolio now includes 11 properties in California that are either completed or in the pipeline to begin construction.

There's an African proverb that says, *"If you want to go fast, go alone, if you want to go far, go together."* This sentiment has proven to be true with how we approach community partnerships, and we are incredibly proud of the relationships we've cultivated these past few years. Our local, county, and state partners are supportive, agile, and are committed to working with us to get housing approved, funded, and available for those who need it most. In 2021-2022 we worked together to receive new Federal and State resources and used innovative methods to utilize public & private funding for housing in ways that have never been done before.

Thank you for partnering with us as we work to create, operate, and sustain high-quality and accessible housing for our most vulnerable neighbors.

We're in this for the long haul.



Jessica Hoff Berzac
Principal / President



Cullen Davis
Principal / CEO



2021-22 IMPACT



4

STATES SERVED



23

PROPERTIES



1,800+

TOTAL UNITS



98%

RENT COLLECTION



5,000+

PEOPLE SERVED

AFFORDABLE HOUSING PROGRAMS

The greatest impact we've made in the past two years is directly correlated with the community and financial partnerships we've cultivated with the following local, state, and national programs:

American Rescue Plan Act
Annual Contribution Contracts Units
Building Initiative for Low-Emissions Development (BUILD)
Catholic Charities Bridge Subsidy
Chicago Property Rental Assistance
Community Development Block Grants
Development Fund (Indiana)
Enterprise Zones (City of Chicago)
Federal Home Loan Bank Affordable Housing Program
Federal Low Income Housing Tax Credits
Federal Solar Energy Credits
HOME
Homeless Housing and Assistance Program (California)
HUD Section 811
HUD Section 8 Project Based Vouchers

Illinois Department of Human Services
Illinois Long Term Operating Subsidy
Joe Serna, Jr. Farmworker Housing Grant Program (California)
Low Income Housing Trust Fund
National Housing Trust Fund
Neighborhood Stabilization Program
No Place Like Home (California)
Permanent Local Housing Allocation (California)
Project Homekey (California)
Regional Housing Initiative (Illinois)
Shelter Plus Care
State Low-Income Housing Tax Credits (California)
State Referral Network (Illinois)
Tax-Exempt Bonds
Whole Person Care

ILLINOIS

16 Properties

CHICAGO

Cottage View Terrace
2925 W. 59th
65th Street
Spaulding & Trumbull
El Zocalo
Evergreen Tower I & II
New Evergreen Sedgewick
Rebecca Walker Complex
Woodland Six

GLENVIEW

Greenleaf Manor

MONMOUTH

Prairie Pointe

MT. PROSPECT

Myers Place

WHEELING

Philhaven

ARLINGTON HTS

Parkview Apartments

HAVANA

Blue Sky Meadows

INDIANA

4 Properties

EAST CHICAGO

Harbor Square

GARY

South Shore Commons

FORT WAYNE

River's Edge

MUNCIE

Walnut Commons

OHIO

1 Property

COLUMBUS

Westhaven

CALIFORNIA

3 Properties

CLOVIS

Butterfly Gardens

FRESNO

Crossroads Village

VISALIA

The Sequoia

PROPERTY SPOTLIGHTS



BUTTERFLY GARDENS Clovis, California

Butterfly Gardens officially opened in December 2022. It is the first-ever permanent supportive housing development in Clovis, California, and represents the continued commitment of our organization to the local community. The 75-unit, all-1-bedroom development prioritizes robust social services and a high-quality living environment for vulnerable residents, including individuals with disabilities and at-risk of homelessness. The property features 24-hour live-in support staff who provide access to job training, mental health services, and work collaboratively with Self-Help Enterprises, Exodus Recovery, County of Fresno Department of Behavioral Health, and Fresno Housing Authority to ensure a healthy and safe community for both residents and neighbors.

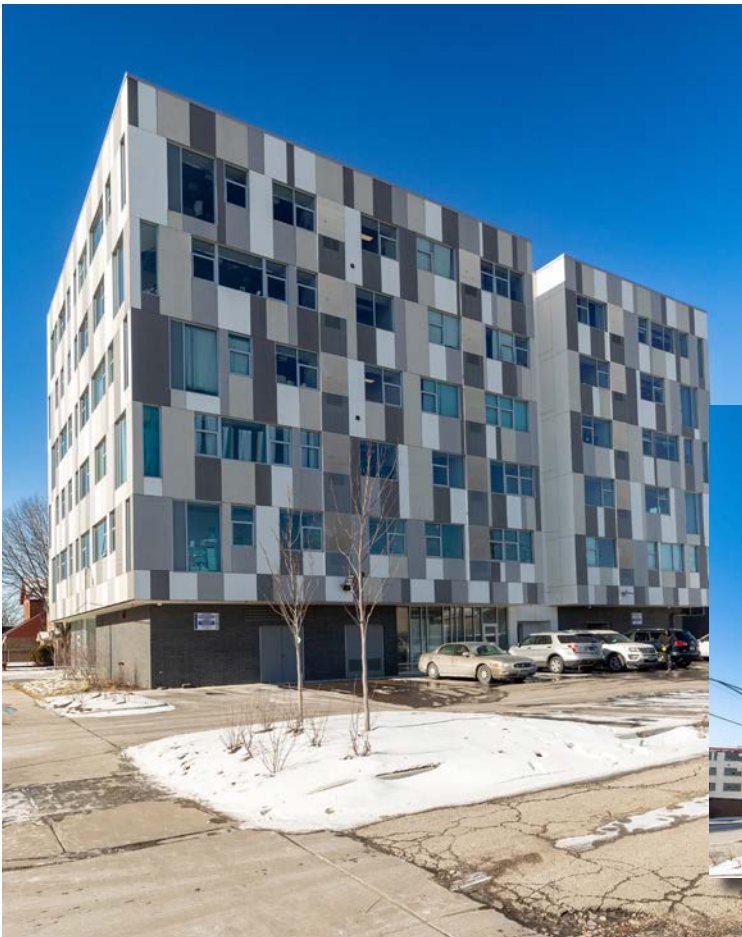
Butterfly Gardens will be a gold certified GreenPoint Rated project. Throughout the design, construction, and maintenance of the project, deliberate choices were made to make the building more energy efficient, environmentally friendly, and healthier for future residents. Butterfly Gardens is also located near a major transit stop, within walking distance to a variety of community resources, and has a number of outdoor gathering spaces for residents to encourage a healthier lifestyle. Together, these design and maintenance elements make for a greener building and a healthier community.

After years of work and a series of delays, El Zocalo completed construction in December 2021 and is now fully leased. The 30-unit, new construction, affordable housing development for individuals and families in Chicago's Brighton Park neighborhood serves a critical need for quality, affordable rental apartments in the area. In partnership with the Back of the Yards Neighborhood Council (BYNC), El Zocalo will provide economic development and education programs for all residents.

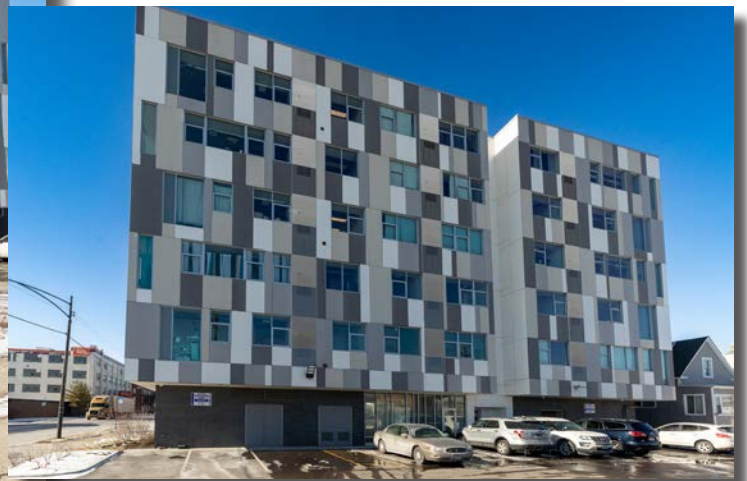
The 6-story property is within a half-a-mile of a train station and steps away from neighborhood amenities including a grocery store and shopping plazas. The building has laundry on-site, a parking lot, and a secure entry system. The building exteriors and interiors will have a modern look and each apartment will have spacious floor plans and appliances including a stove, fridge, dishwasher, microwave, and garbage disposal.

The unit mix is evenly split between 1-bedroom, 2-bedroom, and 3-bedroom units. The project features a community room, property management office, 2,000-square feet of commercial space on the first floor, and is built with green and energy-efficient design components.

We would not have been able to get El Zocalo across the finish line without the long hard work of numerous UPholdings staff and our partners, BYNC, UrbanWorks, NEF, City of Chicago, and IHDA. Throughout the development, UPholdings and its partners have creatively and aggressively mitigated the damage of the unique issues presented by this project and are happy to see it complete and serving the residents of Chicago's Brighton Park neighborhood.



EL ZOCALO
Chicago, Illinois



PROJECT HOMEKEY

“The success of Homekey proves what is possible when you are willing to challenge the status quo and try a new, outside of the box approach. In just a little over two years . . . Homekey has given thousands of Californians a place to call home.”

- Governor Gavin Newsom



Since the creation of Project Homekey in 2020, we have been successful at rapidly converting underutilized hotels and motels into permanent and interim housing for individuals experiencing or who are at risk of homelessness. The program's success is a model for the nation, and is a statewide effort through the California Department of Housing and Community Development (HCD). Under this innovative program, we have opened or began five properties with a total of 427 units in the Central Valley and we are proud of the huge impact these properties have had.

The newest Homekey funding awards include TwelveThirteen in Merced with 90 units, The Park at 1309 in Fresno with 70 units, and Madson Gardens in Tulare with 57 units. We would not have been able to secure these awards without our partnership with RH Community Builders and our public partners at the City of Merced, City of Fresno, and County of Tulare. While it is hard to believe we have been able to develop over 400 units in less time than a typical project gets fully funded, we are grateful for the State of California's innovation and swift action to address the dire need for affordable and supportive housing for individuals and families. All three Homekey projects are scheduled to open in 2023.



COMMITMENT TO OUR PORTFOLIO

In addition to celebrating our newest housing developments throughout the country, UPHoldings is also proud of the achievements we've made in our operations and sustainability departments. We constantly work on ensuring our supportive housing follows national best practices and that our services remain the highest quality to ensure positive annual outcomes in these core areas:

- **Tenants improve their physical and behavioral health**
- **Tenants increase their income and employment**
- **Tenants are satisfied with their housing and services**
- **Tenants have social and community connections**

Below are reports outlining 2021-2022 data from our compliance, operations, and partnership sectors, underscoring our commitment to not only creating the highest quality of affordable housing, but also operating and sustaining those properties for decades to come. At UPHoldings, we are committed to being community partners who are in it for the long run.

COMPLIANCE

- Worked closely with partners and investors to meet the placed-in-service date and achieve successful lease-up and credit delivery for Harbor Square & El Zocalo properties.
- Staff received training in affordable housing management including Fair Housing Regulations, Low-Income Housing Tax Credits, Blended Occupancy Standards, income limits, and eligibility requirements.

OPERATIONS

- Responsible for all 23 affordable properties and 1800+ units in the portfolio. In 2021-22, we worked collaboratively with our Create Division to open 4 new projects in California, Chicago, and Indiana.
- Income exceeded \$16 million (up from \$15 million in 2021), the occupancy rate across the UPH portfolio was 97%, and vacancy was 3%.

PARTNERSHIPS & SUSTAINABILITY

- Identified and supported service partners in delivering accessible, high-quality, social services to residents including case management, programming/events, and supportive, on-site classes.
- In 2021-2022, all UPH residents were offered supportive services to preserve their housing status under our eviction prevention models.

PROPERTY NAME & LOCATION

AVERAGE MARKET RATE APARTMENT RENT COST

AVERAGE INCOME OF OUR RESIDENTS

| | | |
|-----------------------------------|-----------------|-----------------|
| Butterfly Gardens Clovis, CA | \$19,200 / Year | \$12,245 / Year |
| Park View Arlington Heights, IL | \$26,400 / Year | \$41,700 / Year |
| Woodlawn Six Chicago, IL | \$18,600 / Year | \$41,700 / Year |
| Westhaven Columbus, OH | \$14,700 / Year | \$33,800 / Year |

LASTING PARTNERSHIPS

KENNETH YOUNG CENTER Myers Place | Mt. Prospect, IL

In 2013, Myers Place opened in Mt. Prospect, IL with 39 residents eager to have their own place to live. Myers Place provides permanent supportive housing for persons living with disabilities, and the Kenneth Young Center has been a service provider since day one. This was the start of a partnership that would lead to two other projects in the region; Parkview and PhilHaven. For nearly a decade, this collaboration between UPHoldings and Kenneth Young is one of the longest standing partnerships in our portfolio, and we are grateful for the ways their team goes above and beyond to provide wraparound services for residents beyond their walls. In addition to individualized on-site supportive services, classes, case management, and counseling, Kenneth Young provides transportation assistance, meals and events, and opportunities for residents to be healthy and engaged members of their community. This past year, residents were invited to take part in the annual “Hustle for Health” 5k run/walk in Busse Woods (pictured below), where UPHoldings was a sponsor. We are grateful to the team at Kenneth Young for their long-standing commitment to our residents!



TESTIMONIAL | FORMER RESIDENT OF MYERS PLACE

“I had never had stable housing before; really not at all since I left home at 16. I would sleep on people’s couches, bunk at a shelter, or I would get a job and hustle to get enough money for an apartment, only to end up getting kicked out. I heard about Myers Place from the housing subsidy alert and thought I would try. It was hard to have hope and believe, but it was real. You helped me move in and made sure I had clean sheets and new dishes and I even got to shop for donated items to make it home. I know I was difficult and I had trouble with the rules, but you all believed in me. Your team was always around when I needed something, even at 3:00am.”

After a few years, I finally got my head on straight and was able to get a job and actually hold onto it. I moved out of Myers Place a couple years ago and into an apartment near my family. No way I could have done this without you. I haven’t had to talk to any police in 3 years. My landlord likes me and we sometimes watch basketball games together. I am not scared of getting kicked out because I can make my rent and get along with neighbors and keep my radio down. I learned how to handle my emotions when I would get mad or frustrated. You saved me. Thank you. I will make sure and let you know each year that I’m doing ok.”

A COMMUNITY OF DONORS

Butterfly Gardens | Clovis, CA

Prior to the opening of Butterfly Gardens in Clovis, CA in 2022, our Central Valley Community Partnerships Manager brought together several of our local partners to discuss how the community can best support residents in their transition to permanent housing and community living. The support from these partnerships is vital to the success of all of our supportive housing properties. The partners and supporters listed below helped provide a variety of products and services - including food, cell phones and tablets, welcome kits, art, exercise opportunities, mental and behavioral health services, and more - all to create a healthy and supportive living environment for the residents at Butterfly Gardens. We greatly appreciate the generous outpouring of support from the community and the impact it makes on the lives of the residents.

Calvin Hoff of Scraps Collage
Clovis Adult School
Department of Social Services Outreach Team
Exceptional Parents Unlimited
Neighborhood Resource Center
Exodus Recovery
Fresno Pacific University
Kaiser Permanente Healthy Living
Kuppa Joy Coffee House

National Alliance on Mental Illness
Muddy Eyes Ministries Food Distribution
San Joaquin Valley Quilters' Guild
Self-Help Enterprises
SSI/SSA/SDI Advocate Pam Hanemoto
TruConnect.com
UC Cooperative Extension CalFresh
Healthy Living Program
Willow Mennonite Church

“All of the Butterfly Gardens collaborators have been amazing, and it is partners like these whose generous and thoughtful donations help make this space feel like home. Thanks to these donors, our new Butterfly Gardens residents felt welcomed, cared for, and accepted by their community.”

- Theresa Benavidez, Community Partnerships Manager



ON THE HORIZON



FINCA SERENA Porterville, California

“My hope is that those who are looking for affordable housing will be located at this beautiful project, and I’ll be back here for a ribbon cutting.”

- Mayor Monte Reyes

Finca Serena is a new-construction, 80-unit, service-enriched development near downtown Porterville. The new development will serve mixed-income families and includes a set-aside for households with disabilities or facing homelessness. The project will incorporate one-, two-, and three-bedroom units, spacious community areas including both outdoor and indoor recreation spaces, service offices, and a robust continuum of services offered on-site. This project will have an on-site management and support staff, and features computer rooms, laundry facilities and an outdoor playground. We want to thank our partners Self-Help Enterprises, Kings/Tulare Homeless Alliance, and Tulare County Health and Human Services Agency. Construction began in October 2021 and is expected to be complete in March 2023.



NORTHSTAR COURTS Hanford, California

Northstar Courts is a 72-unit development, soon to be located on a 2.76-acre lot in Hanford, CA. The development seeks to provide high-quality affordable housing for families and farmworkers. The project will have a unit mix of one, two, and three-bedrooms. Transit routes are available nearby and the project site is within walking distance of local stores and businesses. Northstar Courts will have an on-site manager that will monitor the property and provide services to households. This project will be Hanford’s first-ever permanent supportive housing development and would not have been possible without the local support of Kings County and the Housing Authority of Kings County. Construction began in September 2022 and is anticipated to be complete in early 2024.





HANNA COMMONS Indianapolis, Indiana

Hanna Commons is a 55-unit, 100% Permanent Supportive Housing project under construction in South Indianapolis. The project began as part of the Mayor's office promise to expand housing options for people experiencing homelessness in the city. The development will feature on-site services provided by Adult & Child with property management on-site. All units will be subsidized by the Indianapolis Housing Agency through project-based vouchers. We want to thank our partners, including the City of Indianapolis, the Central Indiana Community Foundation, and Southeastern Neighborhood Development. Construction commenced in June 2022 and is anticipated to be completed in the early fall of 2023.



HANOVER LANDING Elgin, Illinois

After years of advocacy and planning, Hanover Landing broke ground in August 2022. The project will be a 40-unit, amenity rich, affordable housing development located in Elgin, IL that will serve residents living with disabilities. This project enjoyed the support of numerous development partners including Hanover Township, Ecker Center for Behavioral Health, and Housing Opportunity Development Corporation. The development is slated to be complete and start occupancy next year.



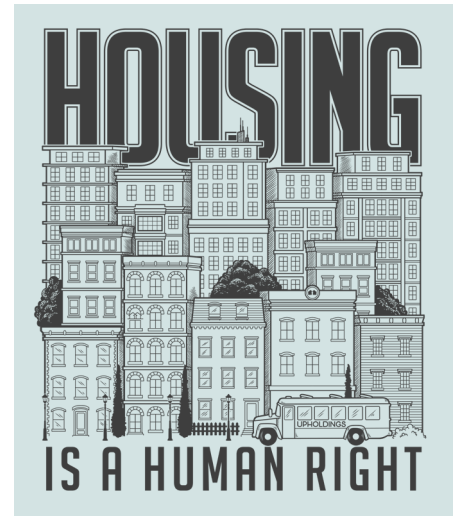
*"We're going to grow things . . .
We're going to grow hope for people.
We're going to grow an opportunity for people
who have mental illness to have a new life."*

- Mayor David Kaptain





At UPholdings, we create, operate, and sustain the highest quality of affordable housing, and we do this throughout the country. We are committed to being community partners who are in it for the long run.



OUR MISSION

UPholdings is a partner for communities, through our nonprofit and social service collaborations, our tenant engagement services, and our long-term asset management services. Our team is deeply committed to working with the most vulnerable community members on a continuous and long-term basis while we continue to design, build, and own housing that exceeds the industry's standards for both quality and efficiency. At UPholdings, we believe that everyone has a right to high quality and accessible housing, and that housing is the foundation to wellness and opportunity for both individuals and families.



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