

APOAMF to Pilot LRB Property Administration Manual

Gone are the days when the beneficiaries are just mere recipients of housing units. In today's housing delivery practices of NHA, the beneficiaries themselves plan, educate members, draft policies, conduct land research, organize and join in the implementation of the housing program with the Authority, the Non-Government Organizations and the Local Government Units. Known as the People's Plan, this plan is developed with the recipients in mind, with the considerations of available resources from program implementers.

This people's planning process was also practiced in the development of the Property Administration Manual for LRB Projects. A result of the four day Capacity Development Estate Management for Low-Rise Buildings held last January 2016, the LRB Project Administration Manual aims to develop law-abiding residents complying to policies, rules and regulations, procedures and programs; to formulate capability-building programs that will equip/empower residents of the LRB community; and lastly to create a safe, peaceful, drug-free, and green environment. Launched at the NHA Operations Center last February 16, 2016, it will guide the management and maintenance of NHA-constructed LRBs in the metro, leading to a more sustainable housing practices up for replication of process across NCR sector and Regional offices.

Furthermore, a participatory approach was utilized in crafting this policy while a gender lens was observed throughout the workshop and output production.

The session also strengthened the partnership between the National Housing Authority, Alliance of People's Organization Along Manggahan Floodway APOAMF (People's Organization), Co-Multiversity (Non-Government Organization) and Environs Systems Group, Inc (NHA Consultants).

Pilot testing: Learning by doing with the PO and community partner.

Exhibiting the learnings from the Capacity Development Workshop Estate Management for Low-Rise Buildings session, the APOAMF leaders namely Sec. General Jennilyn C. David, Pres. Bernard D. Belmonte, Floor Leaders Ms. Valerie E. Matalubos, Mr. Aris M. Aquino and Ms. Madelyn Suarez during the launching discussed their roles and functions in the conduct of the pilot testing and implementation of the LRB Administrative Manual - from administration, amortization collection, technical

services/repair and maintenance, community support services, to addressing community complaints, implementing community activities, among others.

For a six-month pilot implementation, the Manggahan Residences in Bgy. Sta. Lucia, Pasig City with 120 families will observe (dry run/test) the administration manual, with APOAMF leaders heading the enforcement of the rules, audit, monitoring and evaluation of the policies. Initial learnings from this pilot observation will then be shared in a separate session for the review and improvement of the guidelines.

The Manggahan Residences will have a total of 15 buildings with 900 units is implemented under the leadership of Sector Manager for East Sector 2, NCR-AMO Engr. Ma. Theresa L. Siat.

NHA-Manggahan Pilot Team will be composed of Ms. Nelia Vicente, Yoli Villena, Jimmy Cortes and Mary Alarte and Elna Campos. Engr. Siat is the Pilot Team Head.

Shared APOAMF's commitment.

APOAMF President Belmonte articulated, "Makasaysayan sa ating lahat ang araw na ito, sapagkat sa unang pagkakataon, ang NHA at APOAMF ay umupo upang gumawa ng polisiya at sistema ng pampamayanang pamamahala o estate management ng LRB. Kalahok ang mga kagaya namin sa pamayanan, umasa po kayo na lalo naming pagyayamanin ang mabuting pamamahala at ito'y ibabahagi sa iba pang katulad naming urban poor."

The past that guided us.

Learning from past LRB management experiences, the NHA this time will strive for a more sustainable administration of 50B funded LRBs for Metro Manila ISFs. NHA GM Atty. Sinforoso R. Pagunsan in his closing remarks thanked all actors in the creation of the LRB Property Administration Manual, "Nakita naman natin na nasa state of disrepair na ang ating mga lumang LRBs at iba pang proyekto, at malaking budget na ang kinakailangan para ayusin ang mga ito. Ngayon napakarami ng bagong buildings na itatayo at naitayo na, kailangan na pangalagaan ang building, kasama na rin dito ang mga naninirahan doon."

GM Pagunsan thanked all active stakeholders and partners namely, APOAMF, Environs, Co Multiversity, City Government of Pasig, PHINMA Properties, Foundation for the Development of the Urban Poor (FDUP) and NHA staff in this sustainable estate management undertaking.

Here is a recap of the LRB recommendations and suggestions from Engr. Victor C. Balba, NCR Group Manager:

1. Adoption of APOAMF's Mission and Vision in all NHA-administered LRBs.
2. Management's initial approval on the implementation of the Property Administration Manual version zero. Final version will be released once the policy has been piloted and reviewed.
3. Organizational structure for manpower complement to focus on LRB management and maintenance.

Notes from the Housing Veterans.

Ar. Francisco V. Aican, Department Manager, North West Sectors-NCR-AMO in his opening remarks, expressed his concern over the absence of a standard practice in managing the LRB site since the number of LRB communities and its occupants is steadily growing. "Dumadami po ang ating LRBs at mga pamilyang ating nabigyan ng ligtas na pabahay. Todate, a total 4,638 units from 94 LRBs in the National Capital Region have been constructed and occupied by families. By 2017, the Authority will complete the targeted 171 buildings in housing projects for 15,898 families". "We are confident with the APOAMF's support in developing a community centered system in estate management will be successful," he shared.

In the shared insights of Ar. Ma. Teresa P. Oblipias, Department Manager for South East Sectors NCR AMO, "Given that the LRB is one of the new programs of NHA, the launching of the Property Administration Manual hopes to provide systems and standards to effectively manage our LRBs. Further, vertical housing (LRB) is now a priority approach in providing socialized housing in the urban centers. This demands a better understanding and appreciation of community management from the beneficiaries' end."

Five Year Road Map for the Property Administration Manual

In her discussion of the five-year roadmap towards the transfer of LRB administration possibly from the NHA pilot team to the community partners with the condo corporation, Ar. Oblipias highlighted the Capacity Building for APOAMF leaders (1st year); regular audit and evaluation of their compliance with the LRB manual (2nd year); sustain capacity building for APOAMF (3rd year); replicate NHA APOAMF's LRB Administration in all NCR sectors and regional projects (4th year); and lastly, standardized the practice

of community-led LRB administration towards possibly the creation of estate management training institute.

She then appealed that continuous capability and capacity building workshops and interventions with the community is needed to support this endeavor, “so this participatory concept will not go down the drain, and strengthening property management with the community will sustain its future.”

Engr. Balba in his statement, “Dito sa LRBs natin, gusto nating bigyan talaga ng diin ang magandang pagtingin para sa maintenance aspect. Sa maintenance, gagalaw lang tayo kapag malaki na ang sira.. nakikita natin na mababawasan ang gastos na ginagawa natin sa tulong ng estate management if we address problems or repairs early on...”

Note: The production of the maiden edition of the LRB Administration Manual will not be possible without the NHA's GAD Focal Point Chairperson, Ms. Ivanswenda V. Marquez's endorsement to the Management and GAD's funding support.