

https://youtu.be/e5_fTQ2lZ0E



The screenshot shows a Zoom meeting interface. At the top, there are five video thumbnails of participants: Tyrone Green, Aisha Hanks, Aquana, Aisha McNeil, and Kenneth Green. Below the thumbnails is a presentation slide titled "Fixed Broken Systems". The slide features a central blue circle with a gear and wrench icon, labeled "Fixed Systems". Three lines radiate from this central circle to three smaller blue circles on the right, each containing an icon and text:

- Wrench icon:** Eliminated **16,000 back work orders** in 4 months & created an modified apprenticeship program and jobs for DCHA residents.
- Rat icon:** Brought **pest control** services in house, reduced the number of reported incidents, and created thousands of dollars of monthly savings.
- "3C's" icon:** Established 3C's campaign, "**courteous, clean & complete**" for all maintenance staff; 3C cards are signed by residents after repairs are complete.

A small number "5" is visible at the bottom center of the slide. In the bottom right corner of the Zoom window, the number "137" is displayed.