

22nd Annual Conference & Trade Show

“These Happy Days Are Here Again!”



October 28, 2010 - Four Points, Norwood, MA



The NEAHMA Annual Conference & Trade show is a HUD-Approved Project Expense





“These Happy Days are Here Again!”

FOR MANAGEMENT, MAINTENANCE AND RESIDENT SERVICE COORDINATOR STAFF

8:00 am - Registration Opens
Visit Vendor Trade Show Participants

9:00 am -10:00 am
“Optional” Session I Workshops

10:15 am - 10:25 am
Opening Session
Maria Oymaian, NEAHMA President

**Reminder: Be sure to bring business cards with
you for the many raffle opportunities.**

9:00 AM – 10:00 AM CONCURRENT WORKSHOPS SESSION I

A *How to Calculate Rent by Hand*

Presenter: Michael Alexander, MLA Consulting
Moderator: Crystal Watler, WinnResidential

Calculating rent is in Chapter 5 of the handbook. Historically all calculations were done by hand. But once we came out of Egypt, calculations are now being done by computers and programs from our software companies. And even the CPO exam requires that you calculate rent from a case study (they do allow you to use a calculator and not abacus or slide rule). Re-learn how to do this task and keep it simple. This class will take away the myth of calculations being difficult. Once you learn the formula, you carry it every where you go.

B *How to Prevent Injuries On the Job*

Presenter: Michael Clark, Roto-Rooter
Moderator: Courtney Duval, WinnResidential

This important presentation will give you an overview of safety practices for staff that work with hazardous materials such as chemicals, tools and power equipment. We will explain what the common injuries on the job are and teach you ways to prevent these injuries from occurring. Learn what protective gear is available to avoid these injuries.

C *Conflict Resolution Onsite: Concepts for Housing Professionals*

Presenters: Tad Mayer, Mediator, Mediation Works Incorporated (MWI); Linda McMahan, MassHousing
Moderator: Arlene Tuton, JCHE, Inc.

When managed effectively, conflict leads to growth, understanding and new opportunities. This interactive workshop will introduce participants to concepts used in resolving conflict that occur within housing communities. Participants will be introduced to a framework designed to understand and manage conflict and enable effective communication and creative problem-solving between residents and staff members. Also addressed will be an overview of conflict resolution tools for addressing disputes onsite.

10:30 AM – 11:30 AM CONCURRENT WORKSHOPS SESSION II

A *Hot Topics In Housing Law - Legal Panel*

Panelists: Attorney John Dineen, Law Office of Attorney John Dineen; Attorney Catherine Downing, Downing & Flynn; Attorney Frank Flynn, Downing & Flynn; Attorney Lee N. Johnson, Principal, Office of Attorney, Lee N. Johnson; Attorney Dan Polvere, McCullough, Stievator & Polvere.
Moderator: Kristin Pine, WinnResidential

Join us for this legal panel, sharing perspectives on the landlord's rights and responsibilities relating to tenant's privacy rights, including “do's and don'ts” with regard to: tenant's rights of access to file documents including copying, viewing incident reports, work orders and communications; landlord's obligations with regard to third party access to information about tenant, household members and guests, including requests for information from police, social service agencies, inspectors, court personnel and agencies; restrictions of use and dissemination of information obtained from federal and state agencies, including the EIV process; tenant and landlord rights with regard to inspecting units; tenant's rights to privacy in common areas and on the development grounds; privacy rights in the context of a request for reasonable accommodation; using confidential information to defend against discrimination complaints or against claims by the tenant: posting notices or documents in public view; attaching confidential information to court documents; data security regulation and identity theft issues.

B *Green Operations and Maintenance*

Presenter: Lauren Baumann, New Ecology Inc.; Len Theran, Professional Loss Adjusters; Dennis Sullivan, Pro-Care Restoration, Kyle McKinney, Global Insurance Network
Moderator: Nanci Butler, First Realty Management

What do you do when the phone rings and your building is on fire? Panic? or respond as a Team? Transform the headache of a major rebuilding project into a more energy efficient building while letting others do the work. You can then refocus on comforting tenants, the work that you enjoy. How much will the team approach cost you? – Nothing. Can planning ahead help you do better? – Absolutely. A team including a restoration contractor, public adjuster, sustainability consultant and broker will talk about how these roles can achieve the best results.

C *Getting Your Residents Across the Digital Divide*

Presenters: Brenda Limone, My Way Village—Connected Living; Tom Stokes, Beacon Residential Management LP
Moderator: Wendy Blaser, Cornerstone Corporation

Give your residents and their families a better way to learn new skills, access health resources, find employment and secure goods and services that enable them to age in place safely. Learn how your community can: set up, install or update a computer lab and make it the social center of your community increase the wellness and quality of life of your residents manage communications, compliance and resident services fund computer learning centers and programs gain operational efficiencies through online administrator tools. Discover strategies for using social networking and group discussions to keep minds sharp, reduce depression, enhance spiritual and emotional support and decrease social isolation.

Buffet Lunch
12:00 PM - 1:00 PM

Vendor of the Year Award
Vendor Raffles
COQ Awards

1:00 PM – 2:00 PM
CONCURRENT WORKSHOPS SESSION III

A *A Guide to Tenant Interview*

Presenter, Sharon Jackman, SIG Services LLC.
Moderator: Arlene Tuton, JCHE, Inc.

Do you really know what the basic guidelines in the HUD Guide are to Tenant Interviewing? In this session, Sharon will review the keys to successful interviewing and help guide you through the process to ensure you are interviewing your potential and existing residents correctly. The following topics will be discussed, guidelines for interviewing, conducting the interview, questions as interview tools, interviewing persons with disabilities, Q&A on the initial application and rectification forms, special situation: zero income families and policy issues affecting data collection and program integrity.

B *Risk Management and Insurance Concepts*

Presenters: Albert H. Shapiro, CPCU, ARM - Senior Consultant;
Lisa C. Hartman, ARM - Senior Consultant -Albert Risk Management Consultants
Moderator: Crystal Watler, WinnResidential

In this seminar we will provide you with an understanding of the underlying concepts of general liability and how this knowledge can help you to identify areas on your property that leave you exposed to increased claim costs. You will also learn some practical accident prevention tips that you can use in order to reduce the accidents from occurring. In addition we will show you how to properly protect your property from incurring liability by the use of appropriate contractual language such as indemnification agreements that can fit into your total risk management program.

C *Transformational Leadership*

Presenter: Andrew Botieri, Publisher of the New England Apartment Finder Magazine
Moderator: Nanci Butler, First Realty Management

This session focuses on proven leadership tools and coaching skills to help you create stronger employee retention and higher occupancies as we discuss how to acquire the "right" people the first time, how to create a strong farm team to help build your Superstar property management group. Learn what L.E.A.D.E.R. & T.E.A.M. is really all about. Leading is all about changing and evolving to transform you into a powerful property management leader and coach.

2:15 PM – 3:30 PM
CONCURRENT WORKSHOPS SESSION IV

A *Regional Agency Presentation - Your Questions/Concerns Addressed.*

Moderator: Doreen Donovan, Corcoran Jennison Management Company

Invited Speakers Include:

Massachusetts:

HUD Panel: Joseph Crisafulli, NE Multifamily HUB Director. **MassHousing:** Brian O'Connell, Ombudsman; Christopher Burns, Senior Portfolio Manager; Joe Hughes, Portfolio Manager. **Spectrum:** Ed Clark, Director of Compliance for MA.

Connecticut:

HUD Panel: Suzanne Piacentini, Director of Multifamily Housing.

JeffCo: Thomas Gerundo, Contract Administration Coordinator.

Rhode Island: **HUD Panel:** Christine Keshura, Director Multifamily Program Center. **Rhode Island Housing:** Lori Arico, Asset Management.

New Hampshire: **HUD Panel:** Phil Holmes, Manchester Multifamily Program Center.

B *Basic Guidelines for Obtaining the Credential for the NAHMT / NAHMS and the Credential for Green Property Management*

Presenters, Scott Ployer, NAHP-e, The Community Builders Inc, LLC.; Jay Romero, NAHMS, Corcoran Jennison Management Company
Moderator: Rich Pilch, ARS Restoration Specialists

The National Affordable Housing Maintenance Technician (NAHMT) and National Affordable Housing Maintenance Supervisor (NAHMS) credentials were conceived and designed to recognize those affordable housing maintenance professionals, who, through their completion of strict NAHMT and NAHMS requirements, have met the highest possible industry standards. Many maintenance professionals are more than half way on their way to this designation but don't even realize it. In this session, Scott and Jay will explain in layman's terms how you can achieve these prestigious designations. What will this designation do for you? You will be recognized for your professionalism by your current and future employers; owners of the sites you oversee and by the agencies and officials that you come in contact with regularly. You will also have the power and support of a national organization working for you, as well as networking opportunities with other maintenance professionals in the specialized field of affordable housing.

The National Affordable Housing Management Association (NAHMA) and National Apartment Association Education Institute (NAAEI) offer the Credential for Green Property Management (CGPM) to on-site managers, maintenance staff and supervisors of front-line staff based on green building principles and best practices, and HUD Office of Affordable Preservation (OAHF) established guidelines, with training offered by OAHF-recognized trainers. The Credential for Green Property Management will provide management companies and owners a mechanism for meeting their initial and ongoing training commitments to OAHF if they have opted for a green Mark-to-Market restructuring and will benefit all property management companies as they move towards employing Green Operations & Maintenance Practices. Credential holders will learn the latest techniques for making cost-saving green improvements at properties.



2:15 PM – 3:30 PM
CONCURRENT WORKSHOPS SESSION IV (CONT.)

C *How to Stay Calm and Keep Your Cool with Difficult Residents*

Presenter: Meagan Johnson, The Johnson Training Group
Moderator: Nanci Butler, First Realty Management

Have you noticed that some residents can be tough to deal with, complaining, demanding, tiring or irrational? Would you like a new tool for improving your relationships with these difficult folks? In this fast moving, humorous presentation, Meagan Johnson offers a fresh approach for dealing with the whiney, crabby, often difficult residents that plague the life of a property management staff. Everyone knows you can't change people but you can change your approach with them in ways that increase your chances of success and decrease the chances they will drive you crazy.

3:45 PM – 5:00 PM
GENERAL SESSION

Washington Legislative and Regulatory Update -
Michelle Kitchen, Director of Government Affairs; NAHMA

Agency Staff of the Year Awards

NEAHMA Annual Business Meeting

NAHP Inductions

NAHP of the Year Awards

Poster Calendar Winner Awards

5:00 PM - 7:00 PM

Plated Dinner
Keynote Presentation
NAHMA Educational Foundation Raffle
More Raffles!

ZAP THE GAP!
How to Manage, Train and Maintain
Your Sanity With
The New Millennium Generation



Meagan Johnson
c.s.p.
Bright, Funny,
Delightfully Obnoxious
Generational Humorist

NAHMA Educational Foundation
Fundraising Opportunity

Please consider making a donation to the NAHMA Educational Foundation by purchasing raffle tickets to win many of the wonderful gift baskets that will be raffled off.

For more information on the NAHMA Educational Foundation and how this program helps residents in your communities, visit the link below:

http://www.nahma.org/content/ed_found.html

2010 Poster Regional Winners

Akshara Shankar

Mystic Place, Medford, MA. Age 6 - WinnResidential

Jada Odejobi

Slater Hill, Pawtucket, RI. Age 6 - Cornerstone Corporation

Elainy DeJesus

Market Mill Apartments, Lowell, MA. Age 6 - Peabody Properties, Inc.

Karizma Torres

Hillside Village, Providence, RI. Age 7- Preservation Housing Mgt.

Dalexsa Rodriguez

Oxford Gardens, Providence, RI. Age 7 - First Realty Management

Ana Atula

Glenark Landing Apartments, Woonsocket, RI. Age 8 -
Flagship Management Services, Inc.

Seth Anane

Stratton Hill Park, Worcester, MA. Age 10 - Corcoran Mgt.

Kenneth Amoah

Stratton Hill Park, Worcester, MA. Age 10 - Corcoran Mgt.

Tamina Razzak

402 Rindge Apartments, Cambridge, MA. Age 11 - S-C Management

Vanessa Saez

New Orchard Hill Estates, Oxford, MA. Age 16 - WinnResidential

Denilex Rodriguez

Oxford Gardens, Providence, RI. Age 13 - First Realty Management

Brandon Garcia

Oxford Gardens, Providence, RI. Age 13 - First Realty Management

David Affum

Stratton Hill Park, Worcester, MA. Age 13 - Corcoran Mgt.

Devone St. Jean

Hillside Village Apartments, Providence, RI. Age 16 -
Preservation Housing Mgmt

Gregory Moore

Mountain Village, Worcester, MA. Age 18 - First Realty Management

Khai Dong

Vietnam (Kelly House), Dorchester, MA. Age 75 -
Peabody Properties, Inc.

Denise Julian

Battles Farm Village, Brockton, MA. Age 48 - First Realty Management

Liliya Sitkovaya

Kenmore Abbey, Boston, MA. Age 74 -SSDMC

NEAHMA T-Shirt Design Winner

Felisa Clarke

Bowden Apts., Malden, MA. Age 16 - WinnResidential

2011 Calendar National Winner

Kenneth Amoah

Stratton Hill Park, Worcester, MA. Age 10 - Corcoran Mgt.

Annual Conference & Trade Show
October 28, 2010

Four Points by Sheraton - Norwood, Massachusetts
Complete one form per registrant

(On-line payment available for those who wish to pay by credit card at www.neahma.org)

Registration fees cover all sessions, trade show, continental breakfast, refreshment breaks, luncheon, dinner reception and materials.

FAX OR SEND COMPLETED FORM TO: NEAHMA ■ 400 Washington Street ■ Suite 210 ■ Braintree, MA 02184, FAX# 781-380-4842.
Registrants will not be admitted unless full payment is received in advance by NEAHMA.

First Name: _____ Last Name: _____

Title: _____

Company: _____

Site Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Email Address: _____

Badge Name (please print clearly): _____

Please indicate which concurrent sessions on Thursday, October 28 you wish to attend:

9:00 a.m. - 10:00 a.m. A ___ B ___ C ___ 10:30 a.m. - 11:30 a.m. A ___ B ___ C ___

1:00 p.m. - 2:00 p.m. A ___ B ___ C ___ 2:15 p.m. - 3:15 p.m. A ___ B ___ C ___

Dinner Reception 5:00 p.m. - 7:00 p.m. ___ (Please check off if you plan on staying for the dinner reception in addition to the above workshops)

Afternoon Presentations Only and/or Dinner Reception (no morning workshops) 2:15 p.m. - 7:00 p.m. \$199 ___

Don't forget to bring your old ink cartridges and cell phones to help support "The Ruth Project!"

Meeting Registration Fee

Early Bird Registration (paid in full by 9/24/10)

\$259

NEAHMA Member

\$309

Non-Member

\$369

Afternoon Presentations Only (2:15 p.m. - 7:00 p.m.)

\$199

Walk-In Registration (payable by check or credit card)

\$369

Overnight Room Accommodations

Rooms are available on an individual basis.

Please contact the hotel directly to make your reservations by calling 781-769-7900.

NEAHMA membership dues and meeting registration fees are approved by HUD as a project authorized expense. HUD authorizes a per-diem allowance for conference registrants as a project expense for personnel performing front-line project functions. The allowance may be used to cover hotel accommodations and meal expenses. NEAHMA complies with the Title III of the Americans with Disabilities Act (ADA). The site is accessible for individuals with disabilities. If a registrant requires special accommodations, please contact the NEAHMA office at least ten days prior to the conference. **Cancellation Policy:** Registration fees may be refunded less a \$50 cancellation fee if the cancellation is received on or before October 8, 2010. After this date, fees are non-refundable. A substitute may be sent in the place of the registrant if the NEAHMA office is notified no later than Friday, October 15, 2010.

Registration Deadline: October 15, 2010

Four Points by Sheraton Norwood
1125 Boston-Providence Turnpike
Route 1 (18 miles south of Boston)
Norwood, MA 02062
TEL: 781.769.7900 FAX: 781.551.3552



Just 40 minutes From Providence and Worcester!

From Boston and points North

Take I-93 South which turns into I-95 (Route 128) North.

Take Exit 15B, Route 1 South toward Norwood.

Travel 4.5 miles, the Four Points by Sheraton Norwood. Hotel & Conference Center will be on your right after the Staples Plaza.

From the West

Follow Mass. Turnpike (I-90) East

Take Exit 14 onto I-95 (Route 128) South. (Note: From the West, this Exit is number 14, from the East, it is number 15.)

Continue South to Exit 15B. Route 1, Norwood,

And proceed as above.

From Providence, TF Green Airport & points South

Take I-95 North to Exit 11B, Reponses Street, Norwood.

Drive 7/10 of a mile and turn left onto Dean Street.

At traffic light, turn left onto Route 1, heading South.

The Four Points by Sheraton Norwood Hotel & Conference Center is on your right after the Staples Plaza.

From Logan Airport

Exit airport, follow signs through Williams tunnel (toll) to I-90 /I-93 South. Follow signs for I-93 South about 7 miles.

I-93 South turns into I-95 (Route 128) North.

Proceed on I-95(Route 128) North to Exit 15B, Route 1 Norwood.

Travel Route 1 South 4.5 miles to the Four Points by Sheraton Norwood Hotel & Conference Center, located on your right after the Staples Plaza.

**Don't forget to bring your old cell phones and printer ink cartridges to donate to
The Ruth Project and your business cards for the raffles!**

neahma
NEW ENGLAND
AFFORDABLE HOUSING
MANAGEMENT ASSOCIATION

400 Washington Street, Suite 210
Braintree, MA 02184

ANNUAL CONFERENCE & TRADE SHOW

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