

Directions to:

**Allen Park Apartments
251 Allen Park Road
Springfield, MA 01118
(413) 782-1898**

FROM BOSTON:

Take the Mass Pike West to Exit #7. Take a left after the toll booth (Rte. 21S).
Go 2-3 miles to bridge.
At light (at bridge), take a right off the bridge and stay to the left.
At the next traffic light, take a left onto Rte.21 South.
Continue on Rte. 21 (Parker Street).
Continue straight, you will pass St. Catherine's Church on left side at the sixth traffic light after Five Town Plaza.
Burlington Coat Factory- will be on the right.
At the next traffic light, after Five Town Plaza, (approx. 51/2 from bridge to Five Town Plaza) take a right.
You are now on Allen Street. Allen Park Road is the second left (you will see the Montessori School on the left).
Allen Park is the next left.
The management office is on your left after the first curve (new building).

FROM I-91 SOUTH:

Take Forrest Park Exit (also Rte. #83- East Longmeadow).
At the light, take a right onto Sumner Avenue.
Follow Sumner Avenue for a few miles (it will turn into a one way, Allen Street).
Continue on Allen Street until you see McDonald's and Wendy's on your right.
You will bear right AFTER Wendy's and McDonald's.
Allen Park is the second street on the right.
The management office is on your left after the first curve (new building).



NEAHMA
400 Washington Street, Suite 210
Braintree, MA 02184

neahma
NEW ENGLAND
AFFORDABLE HOUSING
MANAGEMENT ASSOCIATION

Springfield, MA

**1/2 Day Fair Housing for
Maintenance , RSC's and Site
Managers
September 23, 2010**

Fair Housing Basics

**Allen Park Apartments
251 Allen Park Road
Springfield, MA 01118**

**"For all site staff that want to
understand fair housing laws as
related to onsite practices."**

**Earn 4 CEUs that are required for
NAHMT or NAHMS
Credentials**

**Presenter:
Debbie Piltch
Piltch Associates, Inc.**

Program Overview

This important workshop is for:
All Office, Maintenance Staff
& RSC/RADs

This training is for all site staff that want to understand fair housing laws as related to onsite practices. The training will provide an overview of fair housing laws and all protected classes, but the focus of the training will be residents with disabilities and topics that relate directly to maintenance and custodial staff:

- How to respond to resident requests for assistance that are outside the scope of your work, snow removal, trash removal
- What questions you can/can't ask a resident what information you are allowed to know about residents and what information you aren't allowed to know
- Assisting residents after work hours, responding to work orders, and companion/service animals While all housing personnel require training in fair housing laws, it is particularly important for front line maintenance and custodial staff to be trained because they often have the most contact with residents. The training will be very practical, interactive, and provide significant time for ques-

This organization complies with the Title III of the Americans with Disabilities Act (ADA). The site is accessible for individuals with disabilities and if a registrant requires special accommodations please contact the NEAHMA office at least ten days prior to the date of the course.



Agenda

Registration

8:30 am - 9:00 am

(Continental breakfast included)

Morning Presentation

9:00 am—1:00 pm

Fair Housing Workshop

Questions & Answers

Help support our charity foundation, Team NEAHMA, by bringing us your old cell phones and ink cartridges.

A collection box will be provided at this workshop.

*NEAHMA proudly thanks
WinnResidential and the staff at
Allen Park for hosting this work-
shop.*

REGISTRATION FORM

Fax In Registration (781) 380-4842

Registration Deadline: September 17, 2010

Weymouth, MA Maintenance FHC Workshop
Thursday, September 23, 2010

Please complete a separate form for each registrant and fax registration. Mail a hard copy along with your payment to: NEAHMA, 400 Washington Street, Suite 210, Braintree, MA 02184

Online payment option available at www.neahma.org

Registration Fees:

_____ Member \$ 169 _____ Non Member \$219

_____ TAP \$169

Name: _____

Title: _____

Management Co: _____

Property Name: _____

Address: _____

City: _____ State: _____

Zip: _____ Phone: _____

E-mail: _____

Cancellation Policy:

There is a \$50 administrative fee for cancellation 15 working days prior to the course. After this date, fees are *non-refundable*. A substitute may be sent in the place of the registrant. Class space is limited; therefore your registration must be accompanied by full payment in order to confirm your space for this course.

Outstanding Collection Policy:

Payment for trainings and workshops are payable upon receipt. Registrants with outstanding balances that exceed 90 days will be suspended from attending future trainings and workshops until payment is received in full.