

23rd Annual Conference & Trade Show & Practical Business Essentials for Skilled LIHTC Management

RESIDENT PARKING MA RAINING RESIDENT PARKING MA RAINING	CONCORAN CORPORATION RENT \$100	8823 GUIDE CHANGES HOT TOPIC	SUCCESS VILLAGE APARTMENTS RENT \$100	THE BOSTON LAND COMPANY RENT \$100	ZAP THE GAP! HOT TOPICS	MB MANAGEMENT RENT \$100	THE SIMON COMPANIES RENT \$100	EMPLOYEE ISSUES HOT TOPICS	NEAHMA HOT TOPICS	STAY IN COMPLIANCE
CONCORAN JENNISON MANAGEMENT COMPANY RENT \$100	CS RESIDENTIAL RENT \$100							SIP MANAGEMENT RENT \$100		
AGENCY PANEL HOT TOPICS	STATE STREET DEVELOPMENT CORP. RENT \$100									
YESTIA CORPORATION RENT \$100	HOT TOPICS SMALL MARKETING BUDGET									
RHODE ISLAND PUBLIC TRANSIT FEE \$6.00	J.C.H.E. RENT \$100									
BEACON MANAGEMENT RENT \$100	CT TRANSIT RENT \$900									
BARANI MANAGEMENT RENT \$100	QUESTIONS QUESTIONS									
LEGAL PANEL HOT TOPICS	FEDERAL MANAGEMENT RENT \$100									
CONCORAN MANAGEMENT RENT \$100	PROPERTY TAX PAY \$725.00									
DISCREPANCIES	PEABODY PROPERTIES RENT \$100									
THE COMMUNITY BUILDERS RENT \$100	GO PASS YOUR REAC AND YOU SHALL PASS									
MALONEY PROPERTIES RENT \$100	QUESTIONS ?									
PRESERVATION HOUSING MANAGEMENT RENT \$100	MASS PUBLIC TRANSIT AUTHORITY FEE \$2.00									
HOW SECURE IS YOUR PROPERTY? HOT TOPIC	FIRST REALTY MANAGEMENT RENT \$100									
GREEN CLEANING HOT TOPICS	WINN RESIDENTIAL RENT \$100									

October 20 - 21, 2011
Four Points by Sheraton Hotel, Norwood, MA



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



“We’re on Roll!”

FOR MANAGEMENT, MAINTENANCE AND RESIDENT SERVICE COORDINATOR STAFF

8:00 am - Registration Opens

Visit Vendor Trade Show Participants

9:00 am - 9:30 am - Opening Session

Welcome and Conference Overview

Scott F. Ployer, NEAHMA President

Keynote Speaker

Barbara Fields, New HUD Regional Administrator for New England

Washington Legislative & Regulatory Update

Kris Cook, NAHMA Executive Director,

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

9:45 AM – 11:00 AM

CONCURRENT WORKSHOPS SESSION I

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

Regional Agency Forum

Moderator: Kris Cook, NAHMA Executive Director

Hear the most up-to-date regulatory information affecting managing agents throughout New England. Agency roundtable invitees include; US Department of Housing & Urban Development, Connecticut Housing Finance Authority, JeffCo, Maine Housing, MassHousing, New Hampshire Housing, Rhode Island Housing, Spectrum, and Vermont Housing Finance Agency.

B *The Real “Deal” When it Comes to Green Cleaning Products*

Presenter: Bill Scherer, Clean Green Solutions

Moderator: Fern Mullen, Corcoran Management

Green cleaning products....gone are the days of pouring bleach in the old yellow mop bucket and going to work. In this workshop, we'll talk about completely greening your janitorial closet. Green trash bags, micro fiber mopping systems, green paper products and cleaning products. No green washing here. We'll talk about the real deal when it comes to green facilities management.

C *How to Effectively Communicate Through the Stages of the Grieving Process*

Presenter: Bill Zuck, LICSW, Hospice Services of Massachusetts

Moderator: Lynne Sales, Peabody Properties, Inc.

Bill will present an overview of the hospice philosophy, followed by a discussion of the stages of grief and strategies for effectively communicating with people in each stage. Bill will also discuss what new research tells us about the grieving process, and how hope can be present throughout the dying process.

11:30 AM – 12:30 PM

CONCURRENT WORKSHOPS SESSION II

A *Get Out of Jail Free! Hot Topics In Housing Law - Legal Panel*

Panelists: Panel Facilitator (Panel 1): Frank A. Flynn, Esq., Downing & Flynn

Panel Participants: John Dineen, Esq., Law Office of Attorney John Dineen (Rhode Island) Lee N. Johnson, Esq., Office of Attorney Lee N. Johnson (Connecticut) Kevin M. Walsh, Esq., McCullough, Stievator & Polvere (Massachusetts)

Moderator: Jerome Alexander, Success Village Apartments

Due to the overwhelming popularity of this panel, the same session will be offered in the afternoon. Both sessions will share current trends and developments in the areas listed below in a lively and interactive format.

Whose House Is It Anyway? Rights and Responsibilities with regard to access to units, including emergencies, inspections, repairs and abandonment.

Knock, Knock, Who's There? Rights and Responsibilities with regard to who is entitled to be in the unit, including issues involving creating and revoking licenses for employees and live-in-aids; what happens when a tenant dies or leaves the unit; and compliance with court orders involving domestic violence.

Boardwalk and Pot Place Current developments with regard to the possession of controlled substances on subsidized premises, including a discussion of the effect of medical marijuana and decriminalization of possession of marijuana.

B *Is Your Property Secure?*

Presenters: Jack Connelly & Peter Scott, Longwood Security

Moderator: Boston Police Department Community Liaison

This is a session you must attend! You will learn how you can help evaluate the level of security on your property. We will discuss various means and options to make your property more secure. It is your job to keep your community a safe place for everyone. We will discuss how to detect if your property has any drug/gang issues and ways to both stop and prevent these future activities. Further, if you have any legal questions they will be addressed.

C *Small Budget Marketing: Big Budget Results*

Presenter: Lisa Trosien, Apartment Expert

Moderator: Nanci Butler, First Realty Management

Are you getting the most for your marketing dollar? Learn ways to s-t-r-e-t-c-h your marketing dollars with innovative and creative techniques that will help make the phone ring and door swing. Dozens of exciting ideas will be presented in this lively session.

D *Steps in Recognizing Collaboration Between Service Providers and Site Staff*

Presenters: Anne Moriarty, Cornu Mgmt. and Maria Rosado, Pelham Apts./Corcoran Mgmt.
Moderator: Sylvette Betancourt, MassHousing

Youth residents, housing staff and service providers can work together in many ways. It can be a simple act that is not very time consuming. Even if the relationship among them is limited, there are ways to bring the expertise of all participants together and optimize outcomes of their joint work. In addition to requiring adequate program delivery, collaboration requires time, energy and commitment. Before this can be determined how to develop comprehensive strategies in housing, it will be important to know what local conditions will support or inhibit the collaborative effort.

**Buffet Lunch
12:45 PM - 1:45 PM**

Agency Staff of the Year Award

**2:00 PM – 3:00 PM
CONCURRENT WORKSHOPS SESSION III**

A *Get Out of Jail Free! Hot Topics In Housing Law - Legal Panel (Repeated)*

Panel Facilitator (Panel 2): Catherine F. Downing, Esq., Downing & Flynn

Panel Participants: John Dineen, Esq., Law Office of Attorney John Dineen (Rhode Island) Lee N. Johnson, Esq., Office of Attorney Lee N. Johnson (Connecticut) Kevin M. Walsh, Esq., McCullough, Stievator & Polvere (Massachusetts)

Moderator: Jerome Alexander, Success Village Apartments

Whose House Is It Anyway? Rights and Responsibilities with regard to access to units, including emergencies, inspections, repairs and abandonment.

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Boardwalk and Pot Place Current developments with regard to the possession of controlled substances on subsidized premises, including a discussion of the effect of medical marijuana and decriminalization of possession of marijuana.

B *Zap The Gap - Conflict and Communication Focused*

Presenter: Meagan Johnson, The Johnson Training Group
Moderator: Fern Mullen, Corcoran Management

Job applicants are plentiful and unemployment is high but the threat remains the same. Making the wrong generational choice can cost organizations hundreds of thousand dollars a year. Failure to create a multi-generational team that is effective, productive and profitable is putting a company's future growth and sustainability at risk. Ignoring the drastically diverse ways generations learn and communicate with each other is tantamount to turning your back on a tsunami. You will get a clear path to understanding of the source of generational conflict, the cost of hoping it will just go away and a clear cut path to multigenerational productivity. You will also leave armed with De-Coder cards that you can share with others.

C *Carbon Monoxide and Smoke Detectors/ Fire Escape Inspections*

Presenter: Jamie Herbert, Corporate Safety Director, RELCO, Inc.
Presenter: Francisco J. Meneses, Licensed-Certified Fire Escape Engineer, Fire Escape Services, Inc.
Moderator: Nanci Butler, First Realty Management

We all know by now that Smoke Detectors and CO Detectors are required by law, but do we know what to do if we receive a reading, do our tenants? How should you educate your tenants? Did you know that co detectors have to be replaced every 5 years or sooner? Nicole's Law went into effect in 2006.

Learn what the State Board of Building Regulations & Standards requires for fire escapes and what testing and certification of fire escapes is needed at your site. In this workshop Cisco, will discuss and identify: fire escape violations, repairs, law test requirements, industry standards and documentation, EPA guidelines for fire escapes built before 1978. Fire Escape Services teaches nationally and is the only company to offer continuing education to fire code and housing and building officials.

D *How To Keep Employee Issues From Escalating While Avoiding Expensive Litigation*

Presenter: Chris Campbell, Esq. Jackson Lewis LLP
Moderator: Julie Wall, Cornerstone Corporation

Chris will present an overview of the legal issues impacting the workplace, with an emphasis on preventative strategies. Drawing on his 15 years of experience counseling employers, Chris provides practical tips and strategies for keeping employee issues small, addressing them internally, and avoiding time consuming and expensive litigation.

**3:45 PM – 4:45 PM
GENERAL SESSION**

**NEAHMA Annual Business Meeting
NAHP Inductions
NAHP of the Year Awards
COQ Awards
Poster Calendar Winner Awards**

4:45 PM - 5:30 PM
Vendor Cocktail Reception

5:30 PM - 7:30 PM
Plated Dinner
Keynote Presentation
NAHMA Educational Foundation Raffle
More Raffles!



**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

OCTOBER 21, 2011 **8:30 AM – 4:00 PM** **PRACTICAL BUSINESS ESSENTIALS FOR SKILLED LIHTC MANAGEMENT**

Recognizing a need amongst peers for the opportunity to network, review and discuss this vital financing vehicle, it's complexities and impact on compliance as a whole, the LIHTC seminar is designed to bolster and broaden the expertise of management professionals within the affordable housing industry. The morning portion of the seminar will be led off by Karen Newsome, V.P. of Winn Management Co as moderator while she works with industry representatives to outline the foundations for the tax credit program, working with developers, managers, investors, syndicators/ equity providers for affordable housing and get their feedback on best practices, rent up and next steps for preservation..

The afternoon session will engage the invited guests from various monitoring agencies to discuss the changes to the 8823 Guide, follow up on clarifications made in the February and July 2011 IRS Low Income Housing Credit newsletter as well as provide an opportunity to question representatives on compliance matters.

2011 Poster Regional Winners

- Yasser Guillen**
Pelham Apts, Framingham, MA. Age 7 - Corcoran Management
- Analia Cruz**
Market Mill Apts, Lowell, MA. Age 5 - Peabody Properties, Inc.
- Sarah Alexander**
Slater Hill Apts, Pawtucket, RI. Age 5 - Cornerstone Corporation
- Deyvi Lopez**
Market Mill Apts, Lowell, MA. Age 8 - Peabody Properties, Inc.
- Stephanie Silva**
Pelham Apts, Framingham, MA. Age 8 - Corcoran Management
- Andrew Bugera**
Slater Hill Apts, Pawtucket, RI. Age 8 - Cornerstone Corporation
- Makayla Mason**
Stratton Hill Park, Worcester, MA. Age 9 - Corcoran Management
- Keith Abaka-Amuah**
Stratton Hill Park, Worcester, MA. Age 9 - Corcoran Management
- Jaleska K. Merced Rosero**
Pynchom II Edgewater, Springfield, MA. Age 10 – Peabody Properties, Inc.
- Miranda Morgan**
Bay Village Apts, Fall River, MA. Age 14 - First Realty Management
- Sethbonyem Quire**
Oxford Gardens, Providence, RI. Age 14 - First Realty Management
- Denilex Rodriguez**
Oxford Gardens, Providence, RI. Age 14 - First Realty Management
- Greg Moore**
The Fairways, Worcester, MA. Age 19 - First Realty Management
- Gilbert Sanchez**
Slater Hill Apts, Pawtucket, RI. Age 15 - Cornerstone Corporation
- Terry Voong**
Charlestown Apts, Charlestown, MA. Age 16 - WinnResidential
- Liliya Sitkovskaya**
Kenmore Abbey, Boston, MA. Age 76 -SSDMC
- Ruth Downs**
Green Hill Towers, Worcester, MA. Age 80 - Cornerstone Corporation
- Cheryl Lilley**
Fieldstone Apts, Dorchester, MA. Age 47 - Peabody Properties, Inc.
- Melba Fernandez**
Oxford Place, Providence, RI. Age 80-First Realty Management
- Muriel Bright**
Cardinal Medeiros Manor, Dorchester MA. Age 52– Peabody Properties, Inc.
- Denise Julian**
Battles Farm, Brockton, MA. Age 49 - First Realty Management
- NEAHMA T-Shirt Design Winner**
- Ross Ganachia**
Saugus Commons, Saugus, MA. Age 11 – Corcoran Management
- Honorable Mention**
- Charlotte Bickford**
Bangor House, Bangor, ME. Age 68 – Weston Associates
- 2012 Calendar National Winners**
- Makayla Mason**
Stratton Hill Park, Worcester, MA. Age 9 - Corcoran Management
- Greg Moore**
The Fairways, Worcester, MA. Age 19 - First Realty Management
- Miranda Morgan**
Bay Village Apts, Fall River, MA. Age 14 - First Realty Management
- Sethbonyem Quire**
Oxford Gardens, Providence, RI. Age 14 - First Realty Management

Annual Conference & Trade Show

October 20, 2011

Practical Business Essentials for Skilled LIHTC Management

October 21, 2011

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 ONLY SELECT ONE WORKSHOP PER SESSION

Day 1, October 20, 2011 - Annual Conference & Trade Show (Please indicate which workshops on Thursday, October 20 you wish to attend)

Session I. A ___ B ___ C ___ **Session II.** A ___ B ___ C ___ D ___ **Session III.** A ___ B ___ C ___ D ___

Dinner/Award Reception 4:45 p.m. – 7:30 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) 2:00 p.m. – 7:30 p.m. \$199 ___

Day 2, October 21, 2011 - Practical Business Essentials for Skilled LIHTC Management ___

(Please check off if you plan on attending Day 2, LIHTC Training)

Meeting Registration Fees:

EARLY BIRD (Paid in Full by 9/23/11 for NEAHMA Members only)

Conference & Practical Business Essentials for Skilled LIHTC Mgt. \$379

Conference & Trade Show \$289

Payments Received After 9/23/11

Conference & Trade Show - NEAHMA Member \$339

Conference & Trade Show - Non Member \$429

Afternoon Presentations Only (2:00 p.m.– 7:00 p.m.) \$199

Practical Business Essentials for Skilled LIHTC Mgt. - Member \$279

Practical Business Essentials for Skilled LIHTC Mgt. - Non Member \$349

Conference & Practical Business Essentials for Skilled LIHTC Mgt - Member \$568

Conference & Practical Business Essentials for Skilled LIHTC Mgt - Non Member \$779

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 September 30, 2011. 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 14, 2011.

Registration Deadline: October 14, 2011

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, Responses 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!**



400 Washington Street, Suite 210
Braintree, MA 02184

ANNUAL CONFERENCE & TRADE SHOW

October 20, 2011

PRACTICAL BUSINESS ESSENTIALS FOR SKILLED LIHTC MANAGEMENT

October 21, 2011