

**Directions to:
Keystone Apartments
151 Hallet Street
Dorchester, MA 02124**

From North of Boston:

- Take I-93 S
- Keep left at the fork to continue toward I-93 S and merge onto I-93 S
- Take exit 11B to merge onto Granite Ave toward MA-203/Ashmont
- Turn right at Hill Top St
- Take the 1st right onto Hallet St
- Destination will be on the right

From South of Boston:

- Take I-93 N
- Take exit 11 to merge onto Granite Ave toward MA-203/Ashmont
- Turn right at Hill Top St
- Take the 1st right onto Hallet St
- Destination will be on the right



NEAHMA
400 Washington Street, Suite 210
Braintree, MA 02184

neahma
NEW ENGLAND
AFFORDABLE HOUSING
MANAGEMENT ASSOCIATION

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

March 23, 2012

**Keystone Apartments
151 Hallet Street
Dorchester, MA 02124
(617) 282-9125**

Fair Housing Basics

**“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 front line staff including maintenance and custodial staff:

- How to respond to resident requests for assistance that are outside the scope of your work, snow removal, trash removal, etc.
- 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 office staff, 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 questions and answers. .

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

NEAHMA would like to thank Corcoran Jennison Management and the Staff at Keystone Apartments for hosting this training .

REGISTRATION FORM

Fax In Registration (781) 380-4842

Registration Deadline: March 9, 2012

Maintenance FHC Workshop

March 23, 2012

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 \$179 _____ Non Member \$239

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.