



A JOB WELL DONE, *Says Incoming President*

By Kristin Pine

Greetings Fellow NEAHMA Members and Friends!

I am privileged to have this chance to introduce myself, while paying homage to a great contributor to our NEAHMA family. I have the honor and pleasure to serve as your new NEAHMA president beginning in 2014. At the same time, I have the rare opportunity to thank a devoted servant and special individual to our organization, our Immediate Past President Scott F. Ployer of The Community Builders.

Scott F. Ployer has served NEAHMA with great distinction over the past several years on our board but, even more notably, has helped NEAHMA make significant strides during the past three years of his leadership. Some major highlights worth mentioning include:

- The introduction of the *NEAHMA News*, our quarterly newsletter. This is a wonderful publication showcasing our membership's companies, individual professionals, partnerships, and industry accomplishments.
- Being an instrumental part of the board's committee to revise the NEAHMA bylaws and to create and help shape NEAHMA's strategic plan.
- His tremendous support of the Communities of Quality® designation program and the NAHMA maintenance professional credentialing program (the NAHMT and NAHMS designations).

Scott also found time to assist NAHMA's convocation team to create best practices for operational procedures for all AHMAs to follow nationwide. Meaning, what you find, for the most part, is that other AHMAs follow NEAHMA's lead. We have set the bar thanks to Scott's pioneering efforts.

A Contributor Nationally

On the national level, Scott's presidency has brought much recognition and honor to this AHMA with the following awards:

- NEAHMA was named the Regional AHMA with the most new COQ designations earned in 2012 **and** in 2013.
- NEAHMA was awarded the title of "Innovative AHMA of the Year" for 2012 and also for 2013.
- NEAHMA won the "Membership Recruitment Award" for 2012.

continued on page 2

INSIDE THIS ISSUE

- 3 EXECUTIVE DIRECTOR'S CORNER
- 4 NEAHMA WINS AHMA OF THE YEAR!
- 5 COMMUNITY BUILDERS ACCEPTS NATIONAL CHALLENGE
- 6 SCHOCHET GOES GREEN
- 6 HOUSING RESOURCES MANAGEMENT AIDS RED CROSS
- 7 NEAHMA PROUD OF NAHMS AND NAHMT DESIGNEES
- 8 MOORINGS' RESIDENTS HELP TYPHOON VICTIMS
- 9 EVACUATION ROUTES EXPLAINED
- 10 PEABODY HITS \$1 MILLION IN UTILITY SAVINGS
- 11 HD SUPPLY GOES SOCIAL
- 12 CHARITY CORNER
- 12 DATES TO REMEMBER
- 13 ASSOCIATE MEMBER DIRECTORY



Moorings' Residents Help Phillippine Typhoon Victims. See page 9 for story.

OFFICERS

PRESIDENT

Kristin Pine, NAHP-e, CPMC

IMMEDIATE PAST PRESIDENT,

Scott F. Ployer, NAHP-e, CPM

VICE PRESIDENT, AGENCY LIAISON

Nancy Hogan, NAHP-e, CPM

VICE PRESIDENT, Training and Education

Melissa Fish-Crane, NAHP-e, CPM

TREASURER

Elizabeth More, NAHP-e, CPM

CLERK

Fern Mullen, NAHP, CPM

PROFESSIONAL DEVELOPMENT COORDINATOR

Arlene Tuton, NAHP-e

DRUGS & SECURITY

Lynne Sales

MA CHAPTER COORDINATOR

Wendy Blaser, NAHP

RI CHAPTER COORDINATOR

Gisela Medek, NAHP-e, CPM

CT CHAPTER COORDINATOR

Lisa Furbush

BOARD MEMBERS AT LARGE

Tom Gerundo

Anne Marie MacPherson

Joseph Moscariello

Rich Piltch

Gerri Prescott

Nancy Reno, NAHP-e, CPM

David Joyner

Deidre Wyman

EXECUTIVE DIRECTOR

Julie Kelliher

PROGRAMS/ACCOUNTING MANAGER

Sarah Kaufmann

MEMBERSHIP/EVENTS COORDINATOR

Michelle Mitchell

NEAHMA NEWS EDITOR

Catherine A. Smith

Community-Based Communications, LLC

cbc.smith@comcast.net

NEAHMA NEWS DESIGN

Evelyn Powers, DesignPowers, Inc.

evelyn@designpowers.com

MESSAGE FROM THE PRESIDENT

Continued from page 1

- NEAHMA won the “Support of Fundraising Award” for the NAHMA Educational Foundation for 2012 for raising over \$75,000 for its scholarship program.
- And just recently, NAHMA announced that NEAHMA is being named “AHMA of the Year” for 2013 for the medium-sized AHMA category.

Scott has left me with very big shoes to fill, and I will welcome his counsel over the next three years as he serves as our immediate past president. I hope that this new chapter for Scott gives him the time to reflect and enjoy the fruits of his labor. The achievements mentioned are all very well-deserved, where NEAHMA has been recognized in large part due to his leadership to this NEAHMA family. As a colleague and friend, I can say that we all benefit as members from these achievements and contributions.

Looking Forward

To start off my term as NEAHMA’s president, I am excited to kick off another great year of specialized training to our members. 2014 will be a year of new emphasis on our industry education, with a concentrated focus on maintenance training, greening, soft skills, and financial and budgetary preparation workshops. We will continue to offer our nationally-recognized trainings for those working towards earning NAHMA’s national certifications:

National Affordable Housing Professional (NAHP), Certified Professional of Occupancy (CPO), Fair Housing/Section 504 Compliance (FHC), Specialist in Housing Credit Management (SHCM), NAHMA Maintenance Professional Credentials (NAHMT and NAHMS), and its Credential for Green Property Management (CGPM)

In addition to instructor-led classroom training, NEAHMA will offer online education as an option for a blended-learning approach to job training. Our online coursework offerings will continue to grow over my three-year term.

But as our membership knows, NEAHMA is not just about training but building long-lasting relationships with our government agency partners. For example, NEAHMA has committed to partnering with MassHousing in many new initiatives, including an apprenticeship program to recruit new talent into our industry.

NEAHMA is also in the early stages of enhancing our organization’s website to include a comprehensive *Careers* tab that will have a Job Board for job seekers and hiring managers, information on Career Paths and Career Development, and Resources that will include timely information on internship opportunities and scholarships.

President John F. Kennedy, only days before his untimely death, said that, “*As we express our gratitude, we must never forget the highest appreciation is not to utter words, but to live by them.*” Scott, as you pass the torch, it is now my job to follow your example with the help of our many wonderful board members, members in all categories (regular, associate and affiliate), and volunteers. We are proud to continue the race that you started toward the finish line of excellence for NEAHMA.

Thank you, Scott Ployer, for a job well done.

Kristin Pine is Director of Training & Education for Peabody Properties, Inc.

NEAHMA News is published four times a year by the New England Affordable Housing Management Association (NEAHMA).

NOTICE: Contents of NEAHMA News should not be regarded as the final authority on policies, regulations and legal or other issues. Opinions are those of the authors and do not necessarily represent opinions or policies of NEAHMA’s board of directors or staff or consultants. NEAHMA is not liable in any way for omissions or inaccuracies.

COPYRIGHT: Contents of NEAHMA News are protected by copyright and may not be reproduced, in whole or in part, without permission and attribution.

EXCITING NEW TRAININGS FOR 2014!

NEAHMA Rolls Out New Online and Soft-Skills Trainings

By Julie Kelliher, Executive Director of NEAHMA



The NEAHMA Training and Education Committee is very excited about the new variety of trainings that will be added to the 2014 training calendar. In addition to the standard core classroom trainings we do each year, the committee has developed a

curriculum that will allow our members more diversity and flexibility. Our goal is to provide members with the skills and trainings needed to perform their daily responsibilities to the best of their ability. We can achieve this by giving our members more options and resources.

There is no doubt that the demands of this industry make it very difficult for affordable housing professionals to be out of the office for a day to attend a training. Some people, especially those who work at a smaller site, just don't have that luxury. They can't afford to be away from the property, or their property may be located in a rural area not convenient to where classroom trainings are held.

By offering a wide variety of online trainings, we hope to meet the training needs of these individuals while still providing live classroom training as an option. NEAHMA is proud to announce that we are partnering with HousingAcademy.com to bring our members substantive, quality, online trainings.

Most of these trainings will be six-hour courses that are interactive and engaging but at the same time allow the registrant to stop and go back at any time over a 30-day period to complete the course. Also, for an additional fee a course registrant can have access to the course as a resource for a year, obtain free training updates, and gain live access to industry experts during weekday phone office hours.

Our goal is to launch the online trainings on the NEAHMA website in March of 2014. Topics will include:

- Basic Occupancy for the Section 8 Program
- Introduction to Income, Assets, Deductions, and Rent Calculation for the Section 8 Program
- EIV (Employment Income Verification) for Users and EIV for Non-Users
- Introduction to TRACS Processing (TRACS stands for Tenant Rental Assistance Certification System) and
- TRACS 202D.

NEAHMA is very in tune to the fact that property management staff is required to know more than regulatory compliance issues for successful operations at their communities. In 2014, NEAHMA will introduce a series of new seminars, workshops, and conference topics to enhance staff "soft-skills" as they daily interact with people and situations. Such topics include:

- Human Trafficking in Affordable Housing
- Bullying Awareness and Prevention
- Recognizing PTSD (post-traumatic stress disorder) Among Residents
- Recognizing PTSD Among Staff
- Dealing with Grief and Loss
- Resident De-briefings After a Traumatic Event
- Staff De-briefings After a Traumatic Event
- Dealing with Difficult People
- Giving a Death Notification to a Family
- Communication and Conflict Resolution

Stay tuned for more information about these new exciting training opportunities. If you have any questions or comments, please contact Julie.Kelliher@neahma.org.

Julie Kelliher is Executive Director of NEAHMA.

NEAHMA Wins AHMA Of The Year

“It is an honor for both our members and our residents we proudly service in our region.” Said Kristin Pine, NEAHMA’s president.

The National Affordable Housing Management Association (NAHMA) recently announced that NEAHMA has won its AHMA of the Year award for 2013. NEAHMA qualified in the medium-sized AHMA category—those with 90 to 199 NAHMA subscriber members. Applicants are judged on success in membership recruitment and retention; success in overall education and training course attendance; financial stability and growth; meeting attendance; and other factors.

In its application, NEAHMA pointed out that it celebrated its silver anniversary at its well-attended 25th Annual Conference & Trade Show, held on October 15-16, 2013. NEAHMA averaged four training programs per month in 2013. Successes in training included the Gillette Training Day on May 15 which featured a full day of training choices. More than 500 NEAHMA property managers and maintenance staff attended, many of whom were working on continuing education units (CEUs) for one of NAHMA’s professional credentials. In 2013, NEAHMA added more than 126 newly credentialed members to the NAHMA National Directory.

NEAHMA held 10 LIHTC trainings at which the SHCM exam was offered and also piloted the first updated CPO training this November.

NEAHMA also hosted four very successful Chapter Meetings, a new training format, with meetings in MA, CT, RI and the tri-state area (NH, VT and ME). NEAHMA also had six trainings on changes to the HUD handbook, and they were so popular that an additional two classes were scheduled.

Not counting its annual conference or the Gillette Maintenance training, NEAHMA held 54 management and maintenance trainings in 2013 vs. 50 trainings in 2012.

Among its innovations, NEAHMA pointed to its endorsement of RentalHousingDeals.com, the fastest growing affordable housing listing service in the country, as a preferred provider of online marketing and advertisement for our members. The objective in making this endorsement is to provide NEAHMA’s members with a simple and effective tool to help property managers all over New England fill vacancies and increase accessibility to affordable housing programs.

NEAHMA was also proud to report four new management company members and a 26 percent increase in associate (vendor) members in 2013.

“TEAM NEAHMA” is well known for supporting numerous charities (Susan G. Komen for The Cure, the Elizabeth Stone House, and the Crossroads Rhode Island. In 2013 NEAHMA hosted *The Honoring Our Heroes* Event on September 11th which raised \$20,000 for the Boston Police Foundation. More than 400 people gathered at Jillian’s in Boston to honor the first responders at the Boston Marathon bombing. The gala, “An Evening of Laughter,” featured three local comedians and featured keynote speaker Roseann Sdoia, a marathon bombing survivor and a vice president at a sister real estate firm in Boston. Former Boston Police Commissioner Ed Davis was on hand to accept an award on behalf of all first responders.

NEAHMA also held its Annual Kid’s Day event on July 17th, which was attended by about 650 children and chaperones.

Finally, NEAHMA was pleased to report on another banner year with its annual poster contest. “We had three national winners in the 2014 calendar,” Kelliher pointed out.

The Community Builders Takes Up “Better Buildings Challenge”

By Stephanie Anderson Garrett

The U.S. Departments of Energy (DOE) and Housing and Urban Development (HUD) recently announced the expansion of the President’s Better Buildings Challenge to include multifamily housing. NEAHMA-member The Community Builders, Inc. (TCB) is one of 50 multifamily partners—representing roughly 200,000 units and over 190 million square feet—that have committed through this challenge to cutting their energy use by 20 percent in 10 years.

“By committing to the energy efficiency goals of the Better Buildings Challenge, The Community Builders has taken a significant step towards reducing long term energy costs, supporting innovative technologies, and creating good jobs,” said HUD Secretary Shaun Donovan. “Working together, we will increase housing affordability for owners and residents and foster healthier communities and neighborhoods.”

In his recent Climate Action Plan, President Obama called for leading multifamily housing owners to join the Better Buildings Challenge. As part of the Better Buildings Challenge, multifamily partners commit to cutting energy use in their buildings portfolio-wide by 20 percent within 10 years.

“We are proud to partner with the DOE and HUD and answer the call to make multifamily housing more energy efficient,” said Bart Mitchell, president and CEO of The Community Builders. “We are committed to building and sustaining communities that use less energy and help our residents save money.”

TCB operates a portfolio of 10,000 apartments across 14 states and in the District of Columbia, that totals 7.6 million square feet of real estate. The organization will use several energy savings pathways to achieve a 20 percent reduction in energy intensity by 2020, including improved operations and maintenance, resident engagement, appliance and equipment upgrades, multiple approaches to whole building retrofits and the use of renewable energy sources.

“Partners in the Better Buildings Challenge are leading by example, demonstrating their commitment to providing more efficient and comfortable homes for their tenants that save money and energy,” said Deputy Secretary of Energy Daniel Poneman. “We applaud these partners for joining in this leadership initiative, and we look forward to working with them as they make their communities more energy efficient and foster greater economic growth.”

Visit www.eere.energy.gov/challenge for more information on the organizations participating in the Better Buildings Challenge for multifamily housing and a detailed description of their commitments.

Stephanie Anderson Garrett is Director of Communications for The Community Builders.



Schochet Goes Green

By Julia Henken



The Schochet Companies' logo may be blue, but this company is green at heart. Over this past year, Schochet has been lauded for its achievements in establishing green practices throughout their portfolio.

Earlier this year, Mayor Thomas M. Menino honored The Schochet Companies with the 2013 Greenovate Boston Residential Award for the company's leadership in environmental sustainability. More recently, Schochet became one of 17 companies nationwide to achieve full accreditation from HUD, as part of HUD's new Sustainability Initiative. Full accreditation means The Schochet Companies has implemented practices in both management of their housing portfolio and effectiveness of their operations.

Over the last three years, as part of its ongoing sustainability practices, The Schochet Companies has utilized new technology such as LED-lighting and solar thermal controls at many of its properties. In addition, the company communicates with tenants through property newsletters that include tips on how residents can save energy and water. At Fresh Pond Apartments in Cambridge, Schochet's resident service coordinators organized the "Trash Olympics," an event designed to inspire and educate residents about the importance of caring for the Earth through proper waste management, as well as recruit residents to be part of a leadership team around such issues.

These combined efforts have had a serious impact. Since 2009 Schochet has reduced greenhouse gases by 3,821 tons per year, the equivalent of 722 cars off the road or being able to power 477 for a year. These are great achievements, but for Schochet, it's only just the beginning.

Julia Henken is a Marketing Associate for The Schochet Companies.



HMR SPRINGS TO ACTION FOR THE AMERICAN RED CROSS



Housing Management Resources' employees, residents, families and friends partnered with the American Red Cross this year to help neighbors down the street and across the country, hosting several successful blood drives.

The Red Cross supplies 40 percent of the nation's blood supply and is a not-for-profit organization that depends on volunteers and the generosity of the American public. Every two seconds, someone in the U.S. needs blood. After the Boston Marathon tragedies in April, this need was even more severe. When the Red Cross requested increased blood donations, HMR sprung to action and quickly organized additional blood drive events around New England.

HMR opened their office doors and community centers to host blood drives at Mills Falls Apartments in Methuen, MA, Silver Leaf Terrace in Leominster, MA, Southwyck Apartments in Danville, VA, Village at Lakeview in Edgewood, MD and Evergreen Hills in Macedon, NY.

To date HMR's efforts have assisted 377 people in need. Partnering with the American Red Cross was a powerful way to support our community and enable HMR employees to personify our core values: Integrity, Respect, Enthusiasm, Accountability, Commitment, and Harmony.



GO, NEAHMA!

LET'S KEEP THE MOMENTUM!



By Julie Kelliher

WOW... TALK ABOUT SETTING A GOAL AND EXCEEDING IT!

We certainly did that with our latest accomplishment of having 125 NAHMS and NAHMT designations awarded in 2013.

As you may recall, Scott Ployer, then NEAHMA's board president; announced that NEAHMA made 2013 *The Year of the Maintenance Professional*. The goal was to get as many NEAHMA-member company maintenance staff certified with one of the two prestigious NAHMA designations created exclusively for maintenance, the National Affordable Housing Maintenance Supervisor (NAHMS) and the National Affordable Housing Maintenance Technician (NAHMT). A third designation also exists that focuses on Green Property Management: the Credential for Green Property Management (CGPM). Five of the 125 awards were CGPMs, which helped jump start this designation for our AHMA.

Over 65 of these recipients attended NEAHMA's Annual Conference & Trade Show this past October and were sworn in. A second ceremony being held at the Gillette One-Day Extensive Training, taking place on May 14, 2014, will

be an opportunity for anyone who was unable to attend the October ceremony or received their designation after September of 2013.

For those of you not familiar with this event, each year over 400 affordable housing industry professionals attend this one-day training at Gillette Stadium. Attendees have an opportunity to earn continuing education units needed for various designations and credentials, including the ones listed above, by attending the various workshops offered throughout the day.

We would like to keep the momentum going by encouraging more companies to understand the value and importance of these designations and to make it a 2014 goal to get their maintenance and management staff certified. NEAHMA offers the required trainings at the Gillette training as well as throughout the year.

We also like to remind members that we offer the 16 hours of training (\$349 registration fee) needed for the CGPM as an online training available on the NEAHMA website. Mark your calendars for May 14, 2014 for the Gillette training. More information about the designations is available at www.neahma.org and www.nahma.org.

Julie Kelliher is Executive Director of NEAHMA.



By Margaret "Peg" Buchanan

Recently the Philippines Islands were struck by Typhoon Haiyan, leaving 4.2 million individuals displaced, 5,235 presumed dead, 1,613 people missing, and 23,501 injured. The residents of the Moorings, under the direct leadership of residents Evelyn Sodec and Peg Buchanan, with the assistance of Diane Bailey, Carol Rowe, Mary Raymond, Lorraine Akmentins, had a clothing and donations drive on November 25 and 26, 2013 in the large community room at the Moorings. The residents decided to help the best way they know how on their own, before bringing the idea to management.

Several residents donated approximately 40 bags of clothes, blankets, and a few household goods, and approximately \$80 was collected and donated

to the Philippine victims through Catholic Charities. Residents made coffee and baked sweets, and Dunkin Donuts was kind enough to donate munchkins for the event.

The clothes that were determined to be too heavy and warm for the Philippine Islands were donated to the Bourne fire station, where Peg's son is a fireman. Every year the Bourne Fire Department treats the local homeless to a weekend of comfort and donated meals from local restaurants under a tent at the Cape Cod Canal.

We applaud residents such as these who strive to help others!

Margaret "Peg" Buchanan is a resident at Moorings.



EVACUATION ROUTES AND ASSEMBLY POINTS

By Guy Sapirstein, Ph.D.

We are all familiar with the evacuation maps that hang on the wall as well as the exit signs directing us to emergency exits. Some properties have signs designating assembly points as well. But just how useful are these signs and instructions?

How many are familiar with the secondary evacuation route? Has anyone checked with the fire department to see how they will be entering the building and whether the evacuation route is in conflict with their procedures? Where do people wait outside? What are they supposed to do under adverse weather conditions?

When planning evacuation routes, the following issues should be considered:

1. Always designate more than one evacuation route (each building always has more than one of egress by code). Maps should depict primary, secondary, and if possible, tertiary evacuation routes
2. Determine the primary evacuation route after talking to the fire department and finding out which route they will be using to enter the building. If people are trying to exit while firefighters are trying to enter, there will be congestion that could put everyone at risk.
3. The primary evacuation route should ideally take people directly out of the building rather than into an interior space (e.g., a lobby).
4. Evacuation maps should be hanging on the wall facing the direction of evacuation traffic. When looking at the map "up" (top of page) is the direction the person is facing. "Down" (bottom of page) is the area behind the person.
5. When planning for a property, think about vehicle evacuation routes as well.

When people exit the building they must go to assembly points. The reasons for having organized assembly points are that it helps track people (making sure they are safely out of the building), ensures people are not in the way of emergency response personnel, and allows effective communication of updates.

Assembly points should meet the following criteria (when possible):

1. Be at a safe distance from the building.
2. Be known to all occupants expected to evacuate to them.
3. Be coordinated with emergency response personnel and other organizations potentially evacuating at the same time (e.g., other buildings, other tenants). Areas designated as Assembly Points are often unwittingly used by emergency response personnel, since they are in close proximity to the building.
4. Have some weather protection. Murphy's Law of disasters states that actual evacuations happen during the worst weather possible.



RESILIENCE CONSULTING IS HOLDING TWO UPCOMING CONFERENCES AND WORKSHOPS:

Through the MassHousing TAP program we are planning two upcoming trainings:

1. The winter session will include the Communication Skills workshop. The training will be an expanded version of the one presented at NEAHMA with a lot more time for exercises, role plays, and real life situations.
2. The Spring session will include Part 2 of the Preparedness Planning trainings, this one focusing on Continuity of Operations and Aftermath Management.

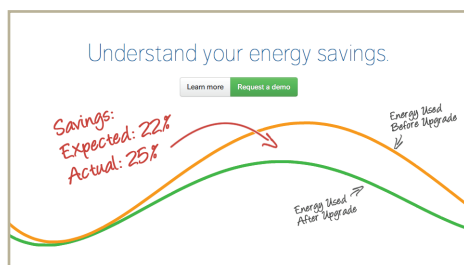
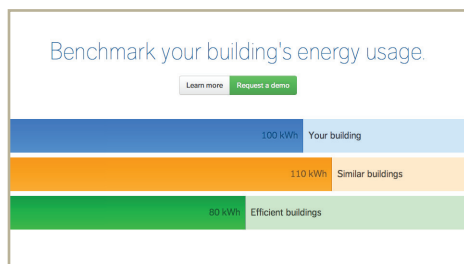
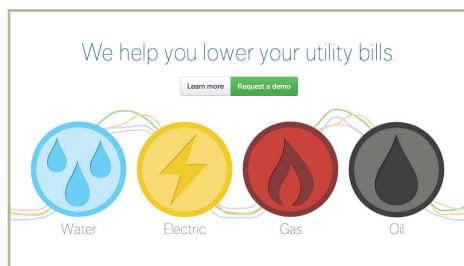
The Communications Skills workshop will be held April 30, 2014 at the New England Resident Service Coordinators conference (NERSC).

Please contact us directly to discuss a customized training for your organization.

Guy Sapirstein, Ph.D., is Managing Partner at Resilience Consulting, LLC

Peabody Hits \$1 Million in Annual Utility Savings

By David Okubo



Utility bills are one of the largest expenses for affordable housing owners and managers, accounting for more than one-third of operating costs. In Massachusetts, a number of utility and loan energy-efficiency programs are geared toward better managing these costs. The first prerequisite for a successful program is data. New techniques are now making data collection easier, less time intensive and more accessible.

Peabody Properties began working with a Boston-based software platform, WegoWise, as part of Mass Save's Low Income Multifamily Retrofit program. WegoWise enabled Peabody to automatically retrieve, track and benchmark utility data across its 100-plus property portfolio, so that it could identify the least efficient buildings that offer the largest return-on-investment (ROI) potential.

With these insights in hand, Peabody implemented \$4.3 million in retrofits. The program covered everything from more efficient windows, roofs and gas systems to heating, lighting and refrigerators. As a result Peabody has achieved annual utility bill savings of more than \$1 million.

Thanks to these savings, Peabody expanded its work with WegoWise to enroll its entire building portfolio in the program. Peabody is now launching a retrofit initiative that targets what can be a "silent drain" on utility bills: water. Using WegoWise's platform to target the leakiest buildings, Peabody plans to retrofit five buildings with projected annual savings of more than \$180,000 in water and gas bills annually. The program can be expanded to 30 additional buildings.

"Utility costs account for 30 percent of our operating expenses, and WegoWise has helped us make a serious dent in that," said Michael Ferguson, Vice President of Facilities Management & Capital Planning for Peabody Properties. "Now that we understand our portfolio's utility usage, we can focus our resources on upgrading worst-performing buildings. The fantastic energy savings we've realized so far working with WegoWise made expanding into water an easy decision."

Efficiency isn't a done deal once retrofits have been installed. Peabody also works with WegoWise on measurement and verification programs (M&V) to ensure that results keep delivering. It has uncovered pleasantly surprising results. For example, in one building Peabody replaced 90 toilets with an expected payback period of five years, only to discover that the payback period was 36 months instead. Peabody is applying lessons learned in these retrofits to new construction and other projects, improving net operating income across its entire portfolio.

David Okubo is an Account Executive for Antenna/A Beckerman Company.



By Angela Clark

HD Supply Facilities Maintenance is excited to announce that it is now social—in the Internet sense of the word.

The company debuted its HDSupplyFM Facebook pages and Twitter accounts earlier this year at the 2013 National Apartment Association (NAA) Education Conference & Expo in San Diego, engaging attendees in a contest that included a trip for two to Hawaii to the grand-prize winner. Since then, the company has expanded its social media presence to include company pages on Google Plus and YouTube.

“We are excited to engage our customers in a new way,” said Paula Presenkowski, Vice President of Marketing for HD Supply Facilities Maintenance. “Our HDSupplyFM Facebook, Twitter, Google Plus and YouTube pages are designed to provide company news, industry information, best practices, product demonstrations, special promotions, and much more. This

new form of communication is about community building and providing resources to our customers to help them with their purchasing choices.”

The company recently uploaded several how-to videos to its YouTube page, providing useful instructions for maintenance professionals to use during their day-to-day activities. Popular videos include instructions for measuring by-pass doors, testing an AC system using a standard float switch, and accurately measuring cabinet doors and drawer fronts. The company has also shared several videos designed to help customers more efficiently navigate the hdsuppliesolutions.com website when ordering products online.

To join HD Supply on its social media pages, search HDSupplyFM on Facebook, Twitter, Google Plus and YouTube, or visit the website at hdsuppliesolutions.com.

Angela Clark is Senior Manager, Communications, for HD Supply Maintenance Facilities.

About HD Supply Facilities Maintenance:

HD Supply Facilities Maintenance (hdsuppliesolutions.com) is a leading supplier of maintenance, repair and operations (MRO) products to owners and managers of multifamily, hospitality, educational and commercial properties; healthcare providers; and municipal and government facilities. HD Supply Facilities Maintenance has 43 distribution centers, a fleet of more than 700 delivery vehicles and 27,000 items in stock and is a business unit of HD Supply (hdsupply.com), one of the largest industrial distributors in North America.

HD SUPPLY GOES SOCIAL!



DATES TO REMEMBER

FEBRUARY

- 6 Basic Occupancy, MA
- 11 LIHTC File Audit, RI
- 12 Fair Housing On-Site Practices
1/2 Day, MA
- 18 Determining Income, MA
- 18 RI Quarterly Meeting
- 19 MA Quarterly Meeting
- 20 CT Quarterly Meeting

MARCH

- 12 Assets 101/201, Worcester, MA
- 18 Human Trafficking Training, Boston
- 19 RI Agency Breakfast Meeting/Training
- 25, 26 SHCM 1 1/2 Day Prep Course/
SHCM Exam, Boston

MAY

- 14 Gillette One-Day Extensive Seminar

Charity CORNER

By Sarah Kaufmann

Throughout December, NEAHMA and its members participated in Elizabeth Stone House's Adopt a Family Program. Each year members can adopt a family or make in-kind donations and gift cards. Peabody Properties, Inc. at their holiday party collected over 70 toys, hats, gloves, youth pajamas and clothes for ESH and dropped them off at the NEAHMA office. NEAHMA adopted two families this year and enjoyed shopping for the kids' Christmas wish lists.



At the 25th Annual Conference on October 15, 2013, Regional Poster Contest winners attended a dinner reception with raffle prizes before their award ceremony. Mark on your calendars that posters for the Annual Art Calendar contest for NAHMA's 2015 Calendar are due to the NEAHMA office by May 9, 2014.

With the help of Housing Management Resources, Inc. and the ladies of marketing at the Annual Conference, holiday cards for heroes were collected. TEAM NEAHMA collected over 120 cards for the American Red Cross Holiday for Heroes mailing.



Sarah Kaufmann is the Programs/Accounting Manager for NEAHMA.

neahma
NEW ENGLAND
AFFORDABLE HOUSING
MANAGEMENT ASSOCIATION

New England Affordable Housing
Management Association
400 Washington St., Suite 201
Braintree, MA 02184
781-380-4344
www.neahma.org

2013-2014 ASSOCIATE MEMBER DIRECTORY

A-1 Foundation Crack Repair
*Foundation Crack Repair
 & Waterproofing*
 9 John Robinson Road
 Hudson, MA 01749
 978-771-8827

AALANCO Service Corp.
*Heating, A/C, Refrigeration
 & Hot Water*
 80 B Turnpike Road
 Westborough, MA 01581
 508-366-1449

AB Supply
Maintenance Supplies
 50 Northwestern Drive
 PO Box 1357
 Salem, NH 03079
 603-893-0099

Affordable SEARCH
Online Apartment Search
 PO Box 131
 North Grafton, MA 01536
 508-839-2211

Air Duct Services
*Mold Remediation,
 Laundry & Kitchen
 Grease, HVAC, Exhaust, etc.*
 100 Messina Drive
 Braintree, MA 02184
 781-356-8244

Apollo Lighting
*Whole Distribution
 of Electrical Supplies*
 476 S. Franklin Street
 Holbrook, MA 02343
 781-767-5080

Automatic Laundry
*Card and Coin Operated Laundry
 Equipment*
 45 Border Street
 W. Newton, MA 02465
 800-422-5833

ARS Restoration Specialists
Disaster Restoration
 38 Craft Street
 Newton, MA 02458
 617-969-1119

ASAP Environmental Inc.
Lead Paint & Mold Inspections
 1 Arcadia Street
 Dorchester, MA 02122
 617-288-8870

Bain Pest Control Services, Inc.
Full Range of Pest Management
 1320 Middlesex Street
 Lowell, MA 01851
 800-272-3661

Barkan Compliance Solutions
*Providing Support Services
 for All Frontline Duties*
 77 Main Street
 Hopkinton, MA 01748
 508-589-7002

Bath Fitter
*Acrylic Tub, Shower
 and Wall Surrounds*
 25 Turnpike Street
 West Bridgewater, MA 02379
 508-521-2780

Berman Adjusters
Property Insurance
 1155 Walnut Street
 Newton, MA 02461
 617-964-0000

Biologic Pest Control
Pest Control
 PO Box 10
 East Walpole, MA 02032
 508-850-3960

Comtronics
*Two-Way Radio
 Communication Equipment*
 1230 Furnace Brook Parkway
 Quincy, MA 02169
 617-770-0212

Consumer Energy Options
 36 Arbor Glen Drive
 Stow, MA 01775
 480-285-0421

Corelogic Safe Rent
Resident Screening
 550 Adams St., PMB # 368
 Quincy, MA 02169
 800-811-3495

CST, Your Link to Life
*Personal Emergency Response,
 Pull Cord Monitoring*
 27475 Meadowbrook Road
 Novi, MI 48377
 888-569-2243

Dauby O'Connor & Zaleski, LLC
Certified Public Accountants
 501 Congressional Blvd.,
 Suite 300
 Norcross, GA 30092
 317-848-5700

DiPilato Property Services
*Apartment Turnover/General
 Contracting*
 898 Grafton Street
 Worcester, MA 01604
 508-688-4545

Downing and Flynn
*Legal Services to Residential
 & Commercial Property
 Management*

85 Devonshire St., Suite 600
 Boston, MA 02111
 617-720-3535

Ecologic Entomology
Pest Control Services
 953 Massachusetts Ave.
 Boston, MA 02118
 888-780-0110

Elite Protective Services
 2555 Commandants Way
 Chelsea, MA 02150
 617-887-0100

Faxon Sales, Inc.
Plumbing Fixture Manufacturer
 90 Progress Drive
 Manchester, CT 06042
 860-474-1600

**Framingham Housing
 Authority**
 1 John J. Brady Drive
 Framingham, MA 01702
 508-879-7562

Gencorp Insurance Group
 16 Main Street
 E. Greenwich, RI
 401-884-7800

Greener Horizon
Landscaping
 7 Clayton Road
 Middleboro, MA 02346
 508-813-8755

HD Supply
Maintenance Supplies
 10641 Scripps Summit Court
 San Diego, CA 92131

Indatus
*Answer Automation Service,
 Call Tracking*
 432 State Street
 New Albany, IN 47150
 800-727-4246

IREM
*Association for
 Property Managers*
 50 Redfield Street, St. 109
 Boston, MA 02122
 617-436-7565

KNC Mechanical
Plumbing/ HVAC
 536 Granite Street
 Braintree, MA 02184
 781-843-3801

KTM Properties, LLC
*General Contractor,
 Full Electrical Services,
 Lead & Fire Restoration*
 26 Kendall Pond Road
 Derry, NH 03038
 603-895-0400

Log Check
*Mobile Software for Keeping
 Track of Building Maintenance*
 11 Hanover Square Floor 21
 New York, NY 01005
 212-518-7516

MassHousing
 One Beacon Street
 Boston, MA 02108
 617-854-1000

Medford Housing Authority
 121 Riverside Avenue
 Medford, MA 02155
 781-396-7200

National Credit Systems
Apartment Collection Services
 3750 Naturally Fresh Blvd.
 Atlanta, GA 30349
 800-367-1050

New England
*Apartment Finder
 Advertising Media, Print
 and Internet*
 1 Cabot Road #1
 Hudson, MA 01749
 508-982-7523

New England Realty Journal
Real Estate Newspaper
 17 Accord Park Dr., #207
 Norwell, MA 02061
 800-654-4993

New England Resident Services
Association for RSC/RADs
 PO Box 1019
 Glastonbury, CT 06033
 508-863-0020

Nizhoni Community Care
*Home Care Program
 Providing Assistance with
 Activities of Daily Living*
 5 Middlesex Ave., St. 404
 Somerville, MA 02145
 800-915-3211

**Norfolk Hardware
 and Home Center**
 981 Morton Street
 Boston, MA 02126
 617-296-2100

PMCS-ICAP
*Affordable Housing
 Industry Training*
 829 West Genesee Street
 Syracuse, NY 13204
 315-451-2423

Peabody Properties
*Resident Services
 Personal Care & Homemaking
 with Case Management*
 536 Granite Street
 Braintree, MA 02184
 617-388-4545

Pioneering Technology Corp.
*Manufacturer of Safe-t
 Element & Safe-t Sensor to
 Prevent Cooking Fires*
 220 Britannia Ed. E
 Mississauga, ON L4Z1S6
 905-712-2016

Pro-Care, Inc.
Disaster Restoration
 3 North Maple Street
 Woburn, MA 01801
 781-933-7040

Propel Insurance/IPAH
*Affordable Housing
 Insurance Program*
 1201 Pacific Avenue, St. 1000
 Tacoma, WA 98402
 800-499-0933

REAC Property Consultants
 7 Hallbrook Road
 Bedford, NH 03110
 603-867-7322
 Real Page, Inc.

On-Demand Software
 4000 International Parkway
 Carrollton, TX 75007
 www.realpage.com

Rental Housing Deals
*Internet Listing Service
 for NEAHMA Web Map*
 227 W. Fairview Ave.
 San Gabriel, CA 91776
 626-390-8163

Resilience Consulting, LLC
Crisis Management
 10 Langley Road, St. 200
 Newton, MA 02459
 617-755-8280

When Choosing Products and Services, Please Consider Our Associate Members!

*If interested in becoming an Associate Member,
 please contact Sarah Kaufmann at
 Sarah.Kaufmann@neahma.org*

Rethinking Power
Management
*Energy Management
 Consulting*
 P.O. Box 181034
 Boston, MA 02118
 508-259-5030

RIBI Security
Security Services
 100 Dupont Drive, Ste. 2
 Providence, RI 02907
 315-451-2423

RM Cochran Company, LLC
Contractors
 10 Draper Street# 33
 Woburn, MA 01801
 781-933-7720

Roca, Inc.
*Nonprofit Serving
 High Risk Young Men*
 101 Park Street
 Chelsea, MA 02150
 508-723-2682

Rosado and Sons, Inc.
Landscaping
 217 B Turnpike Road
 Westboro, MA
 508-366-3700

Roto-Rooter
*Plumbing & Drain Cleaning
 Services*
 175 Maple Street
 Stoughton, MA 02075
 781-297-7049
 Woburn, MA 01801

Service Master by Gilmore
Disaster Restoration Services
 350 Union Avenue
 Framingham, MA 01702
 508-620-0552

Senior Whole Health
Health Insurance for Seniors
 58 Charles Street
 Cambridge, MA 02141
 617-232-6393

ServPro of South Worcester
 74 Grafton Street
 Worcester, MA 01604
 508-757-7885

Sunshine Janitorial
Services
*Green Cleaning &
 Janitorial Service*
 258 Harvard St., #294
 Brookline, MA 02446
 617-578-8300

Smart Coats, Inc.
 7 Lexington Street, St. 102
 Newton, MA 02466
 617-928-1100

Sparhawk Group
Energy Engineering
 81 Bridge Street, #107
 Yarmouth, ME 04096
 207-846-7726

Strategic Energy Group
*Consulting Firm Providing
 Energy Efficient Solutions*
 306 Congress Street
 Portland, ME 04101
 207-939-8974

**Swerling, Milton,
 Winnick Public
 Insurance Adjusters, Inc.**
 36 Washington Street, St. 310
 Wellesley, MA 02481
 781-416-1000

Tri D Realty
Contractors
 785 Middle Street
 Bristol, CT 06010
 860-583-2430

United Restoration
Disaster Restoration
 70 Industrial Park
 Middlefield, CT 04655
 860-583-2430

US Housing Consultants
REAC Inspections
 160 Dover Road Suite 6
 Chichester, NH 03258
 603-223-0003

Watch All
Pest Control
 408 Washington Street
 Weymouth, MA 02188

Webster Bank
Financial Services
 50 Kennedy Plaza
 Providence, RI 02903
 401-688-3314

Wells Fargo
Insurance Services
Insurance Solutions
 601 Union Street, St. 1300
 Seattle, WA 98101
 206-892-9200

Windsor Compliance
*Compliance Monitoring/
 Audits for LIHTC & HUD*
 1213 Culbreth Drive, Suite 353
 Wilmington, NC 28405
 859-253-1956

Wilmar
*Wholesaler of Repair,
 Maintenance Products*
 804 Eastgate Drive, St. 100
 Mt. Laurel, NJ 08054
 856-533-3150

Yardi Systems, Inc.
*Property Management
 Software*
 154 Technology Parkway,
 Suite 100
 Norcross, GA 30092
 800-351-0383