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TOOLS FOR YOUR TOOLBOX, EARNED AND LEARNED

By Kristin Pine

With close to 500 attendees, 12 diverse workshops and a swearing-in ceremony, maintenance professionals found some much deserved recognition for their job roles on May 14th at Gillette Stadium in Foxboro, MA.

C o-sponsoring the event with ARS Restoration Services and the local IREM Chapter #4 of Metropolitan Boston, NEAHMA was able to once again put together a fantastic event celebrating the importance of our maintenance team members and their contributions to a property's success. Our workshops hosted some of the best local talent in the region, with topics ranging from Budgeting to Risk Management, from REAC Preparation to Crisis Management, along with Fair Housing and Green Cleaning Products, to name a few. New information, new knowledge, new tools of the trade learned and earned now reside in each participant's proverbial toolbox.

"Our workshops hosted some of the best local talent in the region... new information, new knowledge, new tools of the trade learned and earned..."



The day started out with a lively registration period, a social media pavilion provided by the *New England Real Estate Journal* (NEREJ) and Creative Resources Group, as well as the first of three workshops for Session One out of four sessions. Attendees gained valuable information on a variety of topics showcasing how property maintenance is the backbone of a successful physical plant, as well as the eyes and ears of the communities our residents call home. Several maintenance professionals in attendance made the most out of their experience by asking questions, networking with others, and taking home resource materials for review.

Maintenance Professionals' swearing-in ceremony for NAHMT, NAHMS and CGPM NAHMA designations at Gillette Seminar.

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MESSAGE FROM THE PRESIDENT

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Throughout the day, presenters and many of the volunteers and sponsors took time to participate in the social media pavilion being interviewed by NEREJ's very own Eric Wilson. Both *#gilletteSeminar* and *#neahmatraining* were utilized on Facebook and Twitter.

As NEAHMA's president, this proved to be one of my proudest moments to-date during my term in office: A swearing in ceremony for 37 designees for HUD endorsed industry credentials, that included 22 NAHMTs (*Nationally Accredited Housing Maintenance Technician*), 14 NAHMS designees (*Nationally Accredited Housing Maintenance Supervisor*), 1 CGPM (*Credential in Green Property Management*), and 1 NAHP-e (*National Affordable Housing Professional/Executive Level*). Credential awards given out spanned five member companies from NEAHMA.

A special thank you to our co-sponsors, ARS Restoration Services and Metropolitan Boston IREM/Chapter #4, as well as our volunteers, presenters and program guide sponsors. Without everyone's collective efforts and generosity, this event would not have been possible.



Larry Gemma and Greg Cosgro of Gem Plumbing at the Gillette seminar.



Kristin Pine, NEAHMA's president, and Eric Wilson of NEREJ.

- Thank you to our presenters and trainers who generously donated their time and expertise to help others.
- Thanks to our program guide sponsors whose sponsorships helped to directly benefit the NAHMA Educational Foundation.
- Thanks to our agency partners at Boston HUD who worked the "Go Green" table to educate companies on the Better Buildings Challenge.
- Thanks to our friends at Roca, Inc. (www.rocainc.org), a second-chance program for job training based out of the Chelsea area, who volunteered their time to inform our attendees of their good works and their mission to help disengaged and disenfranchised young people move out of violence and poverty.
- Thanks to all of our new credentialed designees who keep these important programs going and are excelling in their career development.

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

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INVITATION TO APPLY FOR 2014 NEAHMA INDUSTRY AWARDS



NEAHMA's Annual Industry Awards Reception will be held on Wednesday, October 14, 2014, at The Four Points by Sheraton in Norwood, MA in conjunction with NEAHMA's Annual Conference & Trade Show.

This year, we are announcing the application and nomination criteria for NEAHMA Awards in three categories:

1. NAHP, NAHP-e, NAHMT, NAHMS and CGPM of the Year Awards
2. Property Manager, Resident Services Coordinator and Maintenance Professional of the Year Awards
3. Communities of Quality® Awards

Please note that applications and nominations for the NEAHMA awards should be submitted electronically only (via email) to NEAHMA. Our Nominating Committee will review and the winners will be presented at the Awards Reception on October 14, 2014.

To nominate someone for any of the following awards, please respond by email and let us know which award you are nominating the person for and why you think the person should be the award winner, including specific accomplishments supporting your recommendation.

NAHP, NAHP-e, NAHMT, NAHMS and CGPM OF THE YEAR AWARDS

Given annually, this competition will recognize an outstanding NAHP-Executive, NAHP-Professional, NAHMT, NAHMS, and CGPM for their contributions to the affordable housing industry.

The Awards Criteria –You may nominate any one from your staff, or a coworker, who currently has any of these designations. You may also nominate someone for more than one category. If you are unsure the person you would like to nominate has one of these designations, you can confirm by checking the NAHMA Credential Directory at www.nahma.org.

- A NAHP-Executive is an individual, who owns, operates, manages, or assists in the management of affordable housing and who, through completion of strict NAHP requirements, has met the highest possible industry standards.
- A NAHP-Professional has demonstrated comprehensive property or asset management skills along with a detailed knowledge of government programs, regulations and procedures as they are applied to assisted housing.

- A NAHMT and NAHMS professional have demonstrated comprehensive apartment maintenance skills along with a proven knowledge of fair housing regulations.
- A CGPM (Credential for Green Property Management) assists in helping O/As meet training commitments to HUD if they have opted for a green Mark-to-Market restructuring. A CGPM also employs green operations and maintenance practices.
- Most importantly, NAHP, NAHMT, NAHMS and CGPM professionals, through their commitment to the NAHP/ NAHMT / NAHMS / CGPM Code of Ethics, are dedicated to providing safe and decent housing to all eligible residents.

Nomination Deadline: September 23, 2014

NEAHMA PROPERTY MANAGER, RESIDENT SERVICES COORDINATOR AND MAINTENANCE PROFESSIONAL OF THE YEAR AWARD

These awards are given annually to a NEAHMA-member affordable housing professional in recognition of his or her contributions to the industry and to the difference they make in their residents' lives.

The Awards Criteria –You may nominate someone for one or both of these awards. This person should demonstrate the skills needed to operate a well-run property and the ability to work well with industry partners and residents.

Nomination Deadline: September 23, 2014

COMMUNITIES OF QUALITY® AWARDS

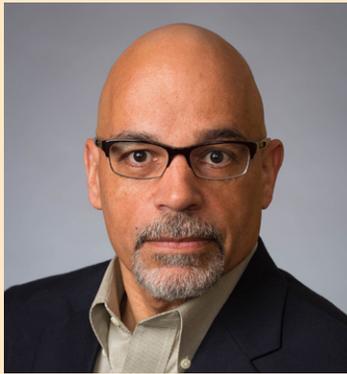
The Communities of Quality Awards honor the achievements of affordable housing providers who make an unprecedented contribution to developing outstanding properties for families of modest means. The COQ awards recognize outstanding property-management companies that demonstrate the highest possible quality of safe, affordable housing for lower-income families at particular sites.

The awards competition will include five categories:

- Exemplary Family Development
- Exemplary Development for the Elderly
- Exemplary Development for Residents with Special Needs
- Exemplary Development for Single Room Occupancy Housing
- Outstanding Turnaround of a Troubled Property

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HECTOR CRUZ

Running Toward Opportunities

Like many in affordable housing, Hector Cruz's came about his career by luck. He had recently relocated from New York to Boston as a newlywed. His wife's cousin was in property management and suggested Hector go through the MassHousing Minority Management training program.

He'd had an earlier affordable housing experience, though. "I was born and raised in the housing projects of New York City in East Harlem, in one of those big skyscrapers," he said, "so I had a flavor of how people shouldn't live."

Hector worked as director of security for a private security firm and then became building services supervisor at Albert Einstein Hospital in the Bronx. The combination of his own life experiences, working in security, and working in building services helped him greatly in his new career.

The MassHousing training included on-site rotations with different management companies to acquire experience in different disciplines. After completion, he worked from 1992-1994 for S.C. Management, and when the owner passed away, WinnManagement purchased the company and the contracts, and he stayed on.

Hector was a property manager of multiple sites when Winn took over, and as he moved up in the company, so, too, did his responsibilities increase. He went from Property Manager of about 200 units to Senior Property Manager of 582 units, also at multiple sites, in early 2002. Then in 2008 he became Executive Property Manager of about 1,500 units, before becoming Regional Vice President, which is the position he holds now. He is responsible for about 3,000 units

in a region that includes Dorchester, Roxbury, Mattapan, and Jamaica Plain.

What he finds challenging is "juggling multiple priorities," but "when you have a good team around you, it's easy to meet deadlines and demands." He still likes to keep in touch with residents,

"and the funny thing is, they think I do all the work!" Really, though, "I'm great at delegating." Hector directly supervises about 20 employees and indirectly is responsible for about 125.

Hector has been a member of NEAHMA since 1998, and he and staff take advantage of NEAHMA's training and certification programs.

Off the job, Hector serves on the board of the local nonprofit IBA - Inquilinos Boricuas en Acción — which offers programs in learning and youth development, economic development, technology and the arts. He's been on the board eight years and is currently its Vice President.

His family also keeps him very busy. He's been married 24 years and has six children, five girls and a boy.

He also took up running in 2008: "I just rolled off the couch and started running," he said. Since then he has run 11 marathons and "countless" half-marathons ("more than 20"), and 15 5Ks. He's been preaching good health to his family and even his staff. "They come out with me after work, and we run a two-mile loop around the park," Hector said. "Just last week, I had a dozen of my employees join a cross-fit program with me Fridays after work."

Clearly, Hector runs his business and personal life in a way that blends work with pleasure.



Peabody Employees in 46th Annual Walk for Hunger

More than 40,000 walkers and 2,000 volunteers recently participated in Project Bread's 46th annual Walk for Hunger to raise awareness of and funds for hunger relief initiatives in the Bay State. Among this year's walkers was a dedicated team from Peabody Resident Services, Inc. (PRSI), a division of Braintree-based real estate firm Peabody Properties, Inc.

Consistent with their commitment to helping others, the PRSI team hit the streets of Boston on Sunday, May 4th and helped raise more than \$625 for Project Bread, which supports more than 400 programs in more than 120 communities across Mass. The walkers, who dubbed themselves team "Back on our Feet," are members of PRSI's Group Adult Foster Care (GAFC) Program team, which provides residents with daily services, including personal care, housekeeping, transportation coordination, case management and more.

According to team captain Vinda Butler, this was the third year that a group from Peabody Properties participated in Project Bread's Walk for Hunger. "It was an honor to represent Peabody Properties and take part in such a wonderful Boston tradition," she said.



Peabody Properties' "Back on our Feet" team at the 2014 Walk for Hunger. Back row (L-R): Anthony Fowler, Branon Rand, DaCarrius Butler, PRSI GAFC Program Resident Services Coordinator Hamida Colic, PRSI GAFC Program Resident Services Coordinator Irina Biman, Sharon Sokolovskaya and Yana Litvak. Front row (L-R) Maria Pinto and PRSI GAFC Program Resident Services Coordinator Vinda Butler.

WELCOME NEW MEMBERS

REGULAR

AIMCO, Salem, MA

Brookside Estates

A member of the Michaels Group
New Haven, CT

United Housing Management
Dorchester, MA

YNS Housing/YMCA of
the North Shore
Beverly, MA

ASSOCIATE

Glynn Electric, Plymouth, MA

Emerson Swan, Randolph, MA

Fai, Inc., Woburn, MA

Precision Concrete Cutting
New Haven, CT

Shavel & Krems, LLP, Boston, MA

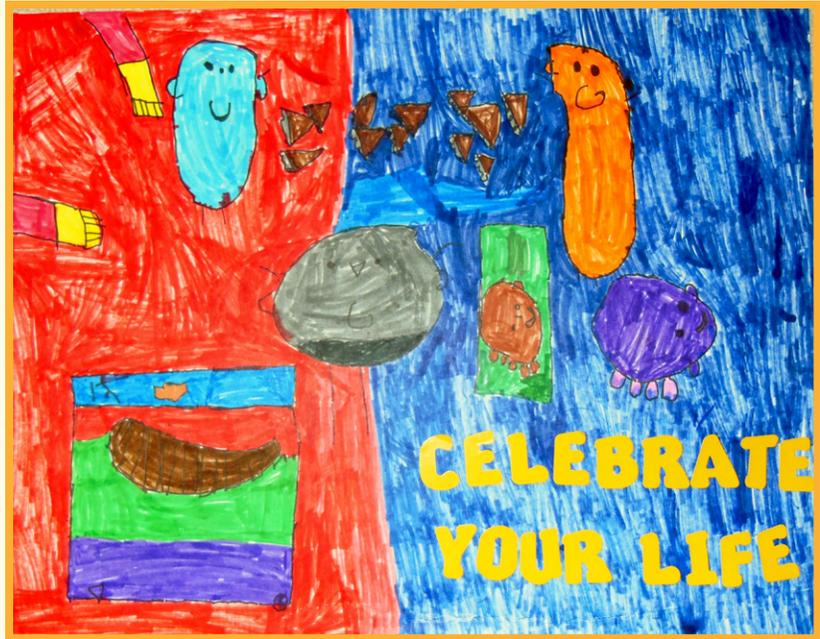
HOUSING AUTHORITY

West Springfield Housing Authority

West Springfield, MA

NEAHMA 2015 Art & Calendar Contest Winners

All images shown are the first place winners in each category.

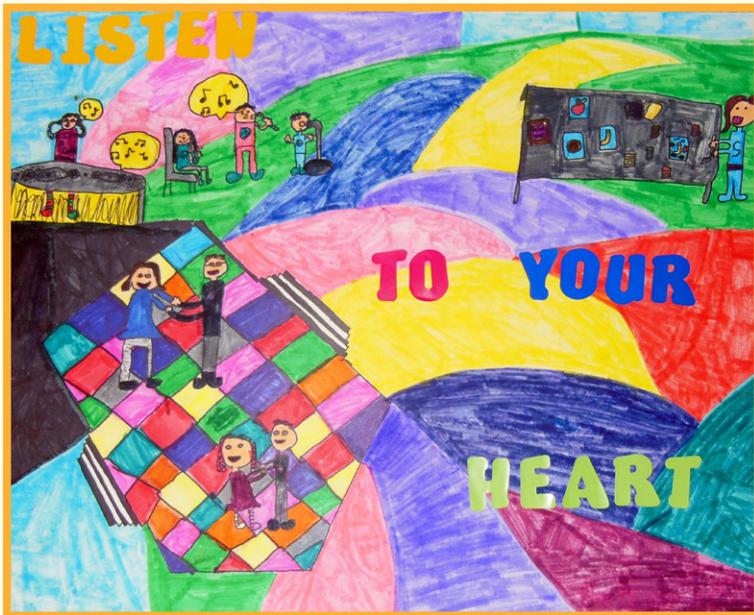


K-1 GRADE

1st Place – Devin Santoro, Age 7

2nd Place – Axel Luna, Age 6

3rd Place – Sadie Telles, Age 7



2-3 GRADE

1st Place – Caitlyn Drew, Age 9

2nd Place – Josef Tarkegan, Age 8

3rd Place – Charles Towne, Age 8



4-6 GRADE

1st Place – Lindsey Cutting, Age 12

2nd Place – Jaiden Bosque-Hamilton, Age 11

3rd Place – Johnny Jones, Age 12

Join the Dance of Life •

T-SHIRT WINNER! • Jennifer Lauzon, Age 14



7-9 GRADE

1st Place and T-Shirt Winner – Jennifer Lauzon, Age 14

2nd Place – Winnie Mei, Age 14

3rd Place – Kia Taylor, Age 14



10-12 GRADE

1st Place – Daigna Afonseca, Age 16

2nd Place – Lydia Bosque-Hamilton, Age 16

3rd Place – Soraya Antunes, Age 15



SPECIAL NEEDS CATEGORY

1st Place – Johnny Torres, Age 27

2nd Place – Kelly Stapleton, Age 41

3rd Place – Norma Aponte, Age 47



ELDERLY/DISABLED CATEGORY

1st Place – Gloria Zagarella Age 76

2nd Place – Charles Chapman, Age 67

3rd Place – Marilyn Casey, Age 58

Celebrate Music, Arts and Crafts

THANK YOU, PRESENTERS:

Abby Krueger, Licata Risk Management
 Adriana Guzzo, Winn Companies
 Bill Scherer, Clean Green Solutions
 Bob Morelli, First Realty Management
 Brian Fitzsimons, Dec Tam
 Bruce Hellerick, The Brickman Group
 Frank Licata, Licata Risk Management
 Gary Kellner, Harvard Environmental Services
 Greg Cosgro, Gem Plumbing
 Guy Saperstein, Ph.D.
 Resilience Consulting, LLC
 Helena Padellaro, Padellaro Consulting
 Jamie Hebert, Relco
 Kristin Pine, Peabody Properties, Inc.
 Larry Gemma, Gem Plumbing
 Michael Ferguson, Peabody Properties, Inc.
 Michael Worrick, Wingate Management
 Nancy Reno, Housing Management Resources
 Steve Bouzan, ARS

THANK YOU, PROGRAM BOOK SPONSORS:

AB Supply
 Affordable Search
 ARS Restoration Specialists
 Clean Green Solutions
 First Realty Management
 Housing Management Resources
 IREM / Boston Chapter #4
 Peabody Properties, Inc.
 Relco
 RentalHousingDeals.com
 Servicemaster by Gilmore
 Sherwin Williams
 Sparhawk Group
 The Community Builders, Inc.
 The Schochet Companies
 Wells Fargo Insurance

THANK YOU, SOCIAL MEDIA SPONSORS:

Creative Resources Group
 NEREJ
 Nicole Fowler
 Caleb Rasak
 Charlie Rasak
 Eric Wilson



From top: Brian Fitzsimons; President of Dec Tam; Guy Saperstein, Ph.D., Resilience Consulting, LLC; and Bruce Hellerick, Senior Horticulturalist at the Brickman Group.

- More importantly, all loose ends come together nicely due in very large part by the efforts of our amazing NEAHMA staff: Michelle Mitchell, Sarah Kaufmann and Executive Director Julie Kelliher. A complete list of our contributors and volunteers is listed on page 8.

Our biggest initiatives for this year were promoted and supported greatly at this annual event. NEAHMA encourages its members and companies to continually support training, whether it be online or instructor-led; promote “going green”; and support NAHMA’s nationally-recognized and HUD-endorsed industry designations for maintenance (NAHMS, NAHMT and CGPM). We challenge you and your company to join in on the effort.

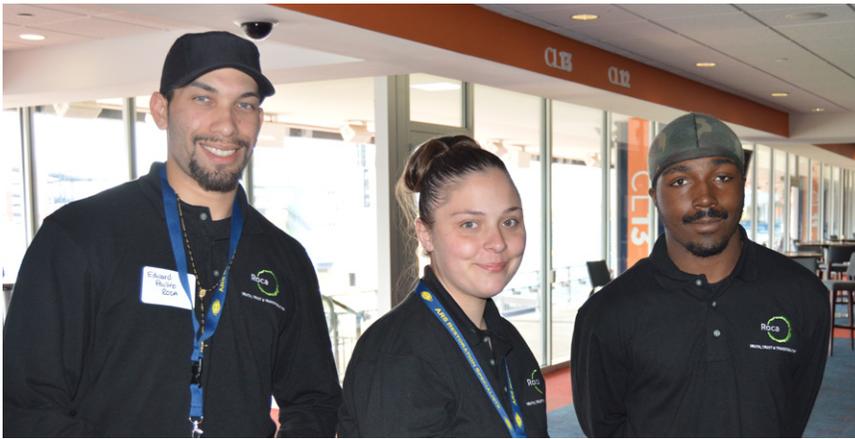
By simply attending the Gillette event, participants earn eight continuing education units (CEUs) toward the 16 CEUs needed to earn one of these important maintenance credentials. To find out how to qualify for our maintenance designations, simply go to the NAHMA website at <http://www.nahma.org/content/maintenancecred.html>, or contact the NEAHMA office directly at (781) 380-4344.

It’s a new year, and I challenge you and all of our member companies to aim for the finish line and earn your designations in 2014 and beyond. Are you up for the challenge?

Kristin Pine is Director of Training and Education with Peabody Properties, Inc., of Braintree, MA, and is President of NEAHMA.



Michael Worrick, Wingate Management (left) and Michael Ferguson, Peabody Properties, Inc. (right)



(from left to right) Eddie Paulino (TEP participant), Erica Sullivan (crew supervisor), Charles Ruffin (TEP participant).

2014 GILLETTE DESIGNATIONS

Alan Foley	First Realty Management	NAHMS
Peter Hache	First Realty Management	NAHMT
Shawn Holleran	First Realty Management	NAHMT
Robert Hudson	First Realty Management	NAHMS
Keith Palmer	First Realty Management	NAHMS
John Torres	First Realty Management	NAHMS
Frank Emma	Housing Management Resources, Inc.	NAHMT
Gilberto Amogueva	Peabody Properties	NAHMT
Robert Brinson	Peabody Properties	NAHMT
Peter Brouns	Peabody Properties	NAHMS
Emilio Brousset	Peabody Properties	NAHMT
Mark Dubos	Peabody Properties	NAHMS & CGPM
Diego Bencome	The Community Builders	NAHMT
Prescott Chipman	The Community Builders	NAHMS
Carlos Colon	The Community Builders	NAHMT
Jose Cruz	The Community Builders	NAHMS
Lenny Desjardins	The Community Builders	NAHMS
Christopher Devoll	The Community Builders	NAHMS
Bernie Iannarelli	The Community Builders	NAHMT
Craig Lussier	The Community Builders	NAHMS
Anthony Mattos	The Community Builders	NAHMT
Paul Morin	The Community Builders	NAHMT
Dionisio Olaverria	The Community Builders	NAHMT
George Sullivan	The Community Builders	NAHMT
Raymond Waller	The Community Builders	NAHMT
Seth Wertenbach	The Community Builders	NAHMS
Donald White	The Community Builders	NAHMS
Bobbi Deming	Vesta Management	NAHP-e

Affordable Housing Owners Respond to Homeless Crisis

A group of affordable housing owners is actively responding to the overwhelming fiscal and human crisis of family homelessness in Massachusetts. With approximately 4,600 families living in state-assisted shelters or hotels, Beacon Communities, Winn Development, Peabody Properties, Trinity Management, Schochet Companies, The Community Builders, Planning Office of Urban Affairs and Preservation of Affordable Housing have begun adopting preferences for homeless families through a newly formed non-profit, New Lease for Homeless Families.



Residents who are being helped by the New Lease for Homeless Families effort.

“Every family deserves the chance to raise their children in a stable vibrant home; as part of the housing community we can provide that opportunity, and I believe we have an obligation to,” said Karen Fish-Will, CEO and President of Peabody Properties, Inc.

Families spend an average of eight months in the

Commonwealth’s emergency assistance shelter system. Often that stay is in hotels or motels with limited access to services, transportation and everyday essentials such as grocery stores and play spaces for children. The cost to the Commonwealth is high, spending in this fiscal year over \$150 million on shelter and motels.

Separate from the fiscal crisis, the human cost is immeasurable. Parents and children endure excess amounts of stress and trauma when a basic need such as a safe home is out of reach. Trauma from homelessness can have tragic, severe effects, such as the potential for developmental delays in children’s learning. For families, a placement through New Lease means a chance to heal and start creating a better life for themselves and their children.

New Lease and the participating affordable housing owners were the first group in the country to receive approval for the adoption of a homeless-family preference in privately owned HUD multifamily housing. By working closely with HUD, the State Department of Housing and Community Development, and MassHousing, New Lease created a program that allows owners to balance existing waitlists, serve those most in need and receive in-home case management services that support thriving, healthy tenancies.

Developments in the New Lease portfolio have voluntarily elected to target a percentage of their units, upon turnover, to homeless families. By utilizing an organization like New Lease, owners and providers were able to establish Core components of the model, including a referral system that places an emphasis on quick timelines, fast communication, and mitigation of poor credit and housing history. Post-placement, families are still supported; systems were created to standardize in-home case management services and foster proactive, continuous support for both property managers and families.

“Having owners and shelter providers sit around the same table to build a process from scratch hasn’t happened before,” said Tom Plihcik, Executive Director of New Lease. “We are designed to be fast and reliable in providing referrals, but we also have the mechanisms built in to address issues that arise during screening and throughout the tenancy.”

Since November 2013 when they began housing families, New Lease has placed 41 families, with an average approval timeline of 21 business days. “And we’re getting faster” said Plihcik, “as referring providers get more familiar with our procedures, and we help properties streamline their screening. I expect we’ll continue to improve.”

For owners, knowing they have a “go-to” number to call is one of the cherished benefits. “It’s helpful that the families have a year of stabilization services, but just as valuable is that our property managers have one number they can call and always get a timely response. Whether it’s during the screening process or a lease violation, New Lease is there to support the family and the property,” said Howard Cohen, CEO of Beacon Communities.

With a few dozen placements under their belt, New Lease is ready to grow. “Eight owners have stepped up to the plate and created something special and first of its kind. We’re ready to convince other owners that they should be a part of it too,” said Plihcik

To make a substantial difference in decreasing the numbers of homeless families, New Lease will need the support of affordable housing owners, big and small, from across the state.

New Lease can be reached at 857-233-5821 or tplihcik@newleasehousing.org.

Charity CORNER

DATES TO REMEMBER

JULY

- 17 CT Quarterly Meeting
- 23 NEAHMA/IREM Summer Meeting, RI

AUGUST

- 14 REAC, RI
- 14 8-Hour Lead Paint Training, MA
- 19 TRACS 202 D Training, CT
- 20 Hands On Maintenance Training, MA
- 20 Tax Credit Training & SHCM Exam
- 20 TRACS 202 D Training, MA
- 21 TRACS 202 D Training, RI

SEPTEMBER

- 16 Half-Day Fair Housing Training, CT
- 23 NEAHMA Industry Award Submissions Due
- 24 MA Quarterly meeting

OCTOBER

- 14 Annual Conference and Trade Show, MA (Day One)
- 15 Tax Credit, FHC, REAC Training (Day Two of Conference)

neahma
NEW ENGLAND
AFFORDABLE HOUSING
MANAGEMENT ASSOCIATION

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www.neahma.org

By Sarah Kaufmann

Team NEAHMA is always collecting used ink cartridges and used cell phones for Elizabeth Stone House in Boston. Please bring your donations to any NEAHMA training, meeting or event.



Toys will be collected for Elizabeth Stone House at the NEAHMA/IREM Annual Summer Meeting on July 23, 2014. Please bring spare keys to NEAHMA trainings and events for Key For Hope, to unlock hunger.

Dining for Dollars
FUNDRAISER

Bertucci's of Braintree
also including our Framingham, Lexington and Swampscott locations
Thursday, June 19, 2014, 5:00 pm to 9:00 pm
When you present this flyer 15% of what you spend will be given to the "New England Affordable Housing Management Association" to provide educational scholarships to children of affordable housing. Dine in and Carry Out

Bertucci's 412 Franklin Street, Braintree, MA 02184
Phone: 781-849-3066

On June 19, Bertucci's Restaurants in four Massachusetts locations held the first "Dining for Dollars" Fundraiser, with 15 percent of the restaurant's proceeds going to Team NEAHMA. Participating Bertucci's locations were Braintree, Framingham, Lexington and Swampscott.

Sarah Kaufmann is the Programs/Accounting Manager for NEAHMA.

INVITATION TO APPLY FOR 2014 NEAHMA INDUSTRY AWARDS

Continued from page 3

The Awards Criteria –To enter the 2014 NEAHMA regional Communities of Quality® Awards competition, your property must be a national recognized Community of Quality® property.

- The property must have scored a minimum of 325 points on its National Recognition application.
- Properties that competed in the previous COQ Awards program, but did not win, are invited to re-apply for the 2014 awards program. Previous award winners are not eligible to re-compete.
- Prepare an essay of 500 to 1,500 words outlining the outstanding features and/or aspects of the property, and why it should be selected by the judges as an award winner. For "Best Turnaround Property" entrants only, include at least four "before" pictures.
- All NEAHMA regional COQ winners will automatically be submitted to NAHMA for the National COQ Award competition in November 2014.

Application Deadline: August 27, 2014

We look forward to receiving your nominations and applications in the coming months!

Julie Kelliher is Executive Director of NEAHMA.