

# SCHEDULE OF EVENTS

## FOR MANAGEMENT, MAINTENANCE AND RESIDENT SERVICE COORDINATOR STAFF

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

7:00 am - 10:00 am

REGISTRATION &  
TRADE SHOW EXHIBITOR SHOWCASE OPEN

(1.5 CEUS)

### CONCURRENT WORKSHOPS SESSION I

8:00 am – 9:30 am

Please note the 8 am workshops were put in place for those registrants that plan on getting to the conference early before the opening session starts. They are not optional if you need to earn a total of 6 CEUS for this day.

#### **A** Next Player Up (Repeated) - “Passing the Torch Forward Without Getting Burned”

Presenter: Lee Silber

In sports, players are often asked to step up and step in when another player retires, get traded, is injured or just isn't getting the job done. When managers and coaches are prepared (and prepare their players) to rise to the occasion when called upon, those teams are winners. The “Next Player Up” mentality works equally well in business and associations alike. This presentation borrows the best ideas from winning organizations and teams that put systems in place that work regardless of who is “in the game,” encourage the experienced players to lead by example and mentor the rookies and put people in the best possible position to succeed. In this lively program, we take succession planning and make it relevant to NEAHMA attendees and make it entertaining for everyone from leaders to future leaders. Lee Silber is the best selling author of 21 books and a popular **speaker** with AHMA groups around the country.

#### Knowledge is Power - Get Plugged In!- “Light Tomorrow with Today!”

**B** Presenter: Glynn Electric

Attendees will leave this seminar having a clearer understanding on the following topics:

- Thermal imaging (finding weak spots in your electrical system)
- Electrical Safety
- ARC Fault Protection (requirements according to code)
- Clean and Torque (electrical panel preventative maintenance)
- Understanding your Electrical System
- Fire Extinguishers (proper **placement &** required inspections)

#### **C** Managing Mechanicals Today for Fewer Problems Tomorrow - “The Future Looks Bright”

Panelists: Bruce Marshall, Emerson Swan; Randy Gilman, Interstate Controls; Dave Mitchell, Rethinking Power Management  
Moderator: Ilene Mason, CEO, Rethinking Power Management

Property Managers never know what the upcoming day will look like. So much crosses their desk each day that boiler rooms typically get little attention as long as they run. But when they don't, projects are expensive and tenants are impacted.

In this session, we'll focus on what you need to know to optimize boiler and controls projects as well as maintain on-going operations. Learn from experts from Emerson Swan, Interstate Controls, and other companies to get the most out of this critical component of your building.

#### **D** Best Practices for Emergency Preparedness - “Everybody's Got Plans... Until They Get Hit”

Panelists: Sheila Ardery, Resilience Consulting, LLC.; Al Shapiro, Albert Risk Management; Steve Bouzan, ARS Restoration Services.

How prepared are you and your staff to handle the next unforeseen disaster at your site? Do you have a well-thought out Disaster Plan? Have you and your staff practiced this plan and tested it out to identify and remedy any deficiencies? Many organizations go through the process of developing a “Crisis Plan” only to have that plan disappear into a binder on some shelf somewhere collecting dust resulting in a faint memory only a few years later. Coming up with the plan itself is the easier task, but will your plan actually work in the event of a true emergency? Ensuring compliance and lasting cultural and attitude change is the real challenge. In this workshop, we will provide you with an understanding of how to be proactive and plan for disasters, as well as to properly protect your residents, staff and properties.

(.5 CEUS)

10:00 am - 10:30 am

### CONFERENCE OPENING SESSION

Welcome and Conference Overview  
Kristin Pine, NEAHMA President  
Washington Legislative & Regulatory Update  
Kris Cook, NAHMA Executive Director

(1.5 CEUS)

### CONCURRENT WORKSHOPS SESSION II

10:45 am – 12:15 pm

#### **A** Regional Agency Presentation - “The Future Ain't What it Used to Be!”

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

**B Succession Planning - “Developing the Professionals and Leaders of Tomorrow”**

Presenter: Guy Sapirstein, PhD, Resilience Consulting, LLC

Change in an organization is inevitable—people change jobs, retire, or the organization might restructure its operations. Developing a cadre of future leaders (supervisors, managers, executives) is crucial to the organization's effective continuity and ability to adapt to a changing marketing and natural workforce turnover. This presentation will **outline** a comprehensive 10-point approach to developing a succession and internal leadership training structure.

**C Working Smarter, Not Harder: Embracing Technology in Today's Property Management Workplace. “Never Make Predictions, Especially About the Future”**

Panelists: Donald Belcher, Peabody Properties, Inc.

Stressed out? Work piling up? Wishing that there were more hours in the day? Join us for a lively panel discussion on how to embrace technology in our daily work lives where technological advancements are tools to getting tasks completed, not hurdles to progress or getting the job done. This 90-minute workshop will outline some of the challenges faced in getting people to adapt to technology. Find out what's working and what's not as we offer up ideas and processes to help staff in accepting change and seeing the benefits from embracing technology at your organization.

**D Hot Topics In Housing Law - Legal Panel (Repeated)**

**“Cracking Out The Legal Crystal Ball: What We Can Anticipate in Affordable Housing Litigation In the Next Ten Years and What Can We Do About It?”**

Panelists: Hon. Marylou Muirhead, Associate Justice Housing Court Department, Boston Housing Court Division; John Dineen, Esq., Law Office of Attorney John Dineen (Rhode Island) ; Lee N. Johnson, Esq., Office of Attorney Lee N. Johnson (Connecticut); Deborah Piltch, Esq., Piltch Associates, LLC; Doreen Bushashia, ARM, FHC, President, Peabody Resident Services, Inc. (PRSI); Facilitator: Catherine F. Downing, Esq., Law Offices of Catherine F. Downing & Associates (Massachusetts)

Due to the overwhelming popularity of this annual session, conference participants will have a choice of attending one of two sessions of this legal panel, presented in a lively and interactive format. This year, we will challenge our panelists to make educated guesses about future issues to be faced in affordable housing, from changes in the personality characteristics of the population living in affordable housing (from “Millennials” to “Baby Boomers”), to likely societal, regulatory and statutory changes that will affect those populations. Additionally, the panel will help to provide guidance on ways to anticipate and address issues created by those changes, including revisions to policies and procedures. The panel format will include attorneys from Connecticut, Rhode Island and Massachusetts, as well as an attorney who specializes in advising management companies on fair housing issues, a resident services expert, and a Judge from the Massachusetts Housing Court, who will share a view from the bench. Through the use of fact scenarios, we will examine the possible practical and legal responses by the management staff, including potential benefits and burdens.

(1 CEU)

12:30 pm - 1:30 pm

**BUFFET LUNCH**

**Agency Staff of the Year Awards,  
NEAHMA Annual Business Meeting**

1:30 pm – 2:30 pm

**TRADE SHOW EXHIBITOR SHOWCASE OPEN**

(1.5 CEUS)

2:45 pm – 4:15 pm

**CONCURRENT WORKSHOPS SESSION III**

**A Next Player Up (Repeated) - “Passing the Torch Forward without Getting Burned”**

Presenter: Lee Silber

In sports, players are often asked to step up and step in when another player retires, get traded, is injured or just isn't getting the job done. When managers and coaches are prepared (and prepare their players) to rise to the occasion when called upon, those teams are winners. The “Next Player Up” mentality works equally well in business and associations alike. This presentation borrows the best ideas from winning organizations and teams that put systems in place that work regardless of who is “in the game,” encourage the experienced players to lead by example and mentor the rookies and put people in the best possible position to succeed. In this lively program, we take succession planning and make it relevant to NEAHMA attendees and make it entertaining for everyone from leaders to future leaders. Lee Silber is the best selling author of 21 books and a popular **speaker** with AHMA groups around the country.

**B Dealing With Difficult People - “A Person can Change his Future by Merely Changing his Attitude”**

Presenter: Michael Clark, Glynn Electric

In this high **impact**, off the charts energized presentation, you will not only have a better understanding on how to respond to difficult people, **but** will also be able to walk away with the knowledge **on how** to start dealing with difficult people that day. Michael has been speaking in front of the Property Management industry for **many** years and is **well** known for his entertaining and comical approach to every day hurdles. Put your seat belt on and be prepared for change!

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## **D** Communities of Quality 101 - Made Easy - "Vision Without Execution is Hallucination"

Presenters: GWEN VOLK, INFOCUS, Inc.

Do you have an unfinished Communities of Quality (COQ) application under a **big** pile on your desk? Have you been procrastinating on even starting one? This workshop takes the mystery, fear, dread and anxiety out of the COQ application process. Learn how to (1) pre-qualify your property before starting the paperwork, (2) identify categories where you may be lacking, (3) develop a strategy to obtain the points you need, and (4) set up a "who does what, when & how" schedule with a target date for submitting your application.

**4:15 pm – 5:00 pm**

### **COCKTAIL RECEPTION**

**VIP Cocktail Reception, General Cocktail Reception**

**5:00 pm - 7:00 pm**

### **DINNER RECEPTION (Plated Dinner)**

**Poster Calendar Winner Awards**

**COQ Awards, NEAHMA Industry Awards,**

**NAHPe/NAHP/NAHMS/NAHMTS/CGPM Recognition**

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## **DAY 2 - OCTOBER 21, 2015**

**Registration 8:00 am - 9:00 am**

**Trainings are 9:00 am - 4:00 pm**

## **A** Managing Affordable Housing with Multiple Layering of Subsidy and Mixed Financing Sources

**(Ideal for Compliance & Management Staff Professionals)**

Presenters: Instructors: Deb Piltch, Piltch Associates, LLC. and Doreen Donovan, Peabody Properties, Inc.

This dynamic session focuses on managing affordable housing with multiple layering of subsidy and mixed financing sources. We will discuss key elements of the major housing programs such as Low-income Housing Tax Credit ("LIHTC") Program, Section 8, 202, PRAC, 236, HOME and other layering (e.g. housing choice and/or project based vouchers).

This seminar discusses helpful practices and potential pitfalls in the management process and concludes with strategic ideas that will serve to reinforce concepts discussed throughout the day and leave attendees with a solid working knowledge of key differences in these programs and how to approach, or should we say juggle, the compliance management needs of your properties including tools to maximize your rents where possible.

Instructors will review the approach for creating a property specific development matrix as well as provide an overview of the operational differences in these programs as it relates to leases, addendums, rent limits, utility allowances, verification requirements, etc.

## **B** Conflict Resolution

**(Ideal for Executives, Management, Maintenance and Residential Services Professionals)**

Instructor: Guy Sapirstein, PhD, Resilience Consulting, LLC.

Conflict is a part of life – work life, home life, with colleagues, clients, spouses, children, friends, and even strangers. Effectively resolving conflict is a skill that can make the difference between being stressed, tense, unhappy, angry, or resentful and being calmer, feeling in control, getting what you need, and better (healthier) social relationships.

This full day interactive and experiential workshop, covers the ABCD's of conflict resolution and is divided into 4 sections:

1. Assess – the person, the issues, yourself, the situation;
2. Build – rapport with the other person, establish goals and parameters for the situation;
3. Communicate – effectively resolve the conflict at hand;
4. Debrief – check in and verify that the conflict has been resolved, establish mechanisms for follow up, and avoiding similar situations in the future.

The workshop is designed in a way to maximize practice time by participants to learn new techniques and apply them to situations they have experienced in the course of their lives (work, home, etc.). Since we all react differently to conflict, participants will be encouraged to look at how they react to conflict, talk about their own "triggers" (within reason), and develop a personal list of effective mechanisms.

Specific techniques we will cover include mirroring techniques for high conflict situations, de-escalation techniques, and models for formulating neutral (as opposed to "blame") statements. Participants will learn about and practice avoiding common pitfalls in conflict resolution situations.

## **C** Perfecting UPCS Inspections/REAC

**(Ideal for Compliance & Management Staff Professionals)**

Presenter: Scott Precourt, US Housing Consultants

Perfecting UPCS Inspections is a full day course on UPCS and REAC Inspections that focuses on ways to make UPCS Inspection Protocol part of a plan to improve your property's overall performance, reduce costs, and create accountability. This course delves into understanding the best methods for understanding why certain things are deficiencies, how to recognize these areas, and then, most importantly, how to set a higher standard for your property. This training is applicable for all HUD Properties, including Section 8 and HUD Insured mortgages like 223(f), and all Tax Credit properties. Course includes morning session on understanding fundamentals and background of REAC while the afternoon session will focus on how to perform Quality Assurance level inspections yourself.