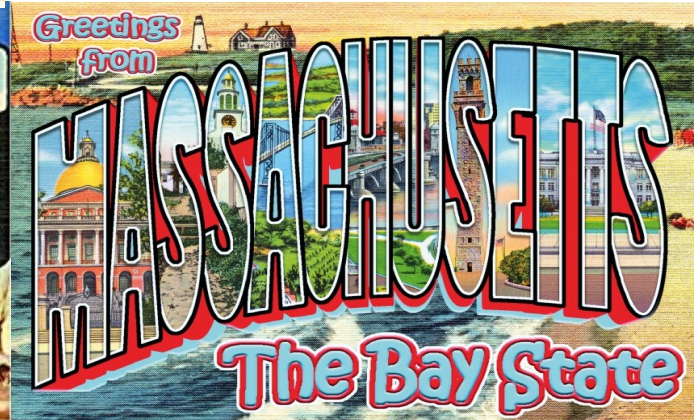


Celebrating

30
YEARS

New England



Four Points by Sheraton. Norwood, MA www.neahma.org



The NEAHMA Annual Conference & Trade Show is a HUD approved project expense



NEAHMA CONFERENCE AGENDA

FOR MANAGEMENT, MAINTENANCE AND RESIDENT SERVICES STAFF

If you need to earn a total of 6 CEUs for this day, plan on attending all sessions, starting at 9:00 AM to meet your CEU requirements.

DAY ONE: TUESDAY, OCTOBER 22, 2019
REGISTRATION & TRADE SHOW EXHIBITOR SHOWCASE OPEN
7:00 AM - 9:00 AM

CONFERENCE OPENING SESSION

9:00 AM - 10:00 AM (Main Ballroom) Welcome & Conference Overview
Fern Mullen, NEAHMA President
Leslie Scales, NEAHMA Executive Director
Washington Legislative and Regulatory Update
Kris Cook, NEAHMA Executive Director
Business Meeting

TRADE SHOW FLOOR OPEN AND VISIT BOOTHS 10:00 AM - 10:30 AM

CONCURRENT WORKSHOPS SESSION I (1.5 CEUs) 10:30 AM - 12:00 PM

1 Regional Agency Presentation

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

2 Active Shooter and Crisis Management

Presenter: Deputy Steve Ahern of Render Safe Consultants

This 90-minute training will cover situational awareness, active shooter and emergency action plan, and workplace safety.

- Receive the tools necessary to become more aware of your environment and surroundings to make you better prepared to identify danger
- Build a robust workplace crisis prevention and response program
- Provide your employees with a personal safety plan that can be used at work, home or out in social settings

3 Sticks and Stones... How to Address Adult Bullying at Your Community

Presenters: Heather Staggs, Star Momentum; Deb Piltch, Piltch Associates

It's not just younger residents that are victims of bullying, adult bullying is on the rise, and this aggressive resident behavior is becoming more and more difficult for property management professionals to handle. Not to mention, the Fair Housing risks to management if the situations are not handled in a timely manner. In this informative session, will provide strategies for on-site staff and upper management to successfully identify adult bullying, and how to proactively deal with aggressors and most importantly the victims. They will provide real world examples and offer solutions to ensure that the negative behavior is addressed quickly and offer suggestions to lessen the impact of bullying on the health and well-being of your residents. Offering ideas on how to set-up a no adult bullying campaign and the best way to implement new no bullying company or property policies.

BUFFET LUNCH (1.5 CEUs) 12:00 PM - 1:30 PM -(Main Ballroom)
Awards for HUD/Agency Staff of the Year, Vendor of the Year,
Trade Show Floor Open

CONCURRENT WORKSHOPS SESSION II (1.5 CEUs) 1:30 PM - 3:00 PM

4 "Hot Topics In Housing Law" - Legal Panel

"THE FALL OUT OF RECENT NEWS: DOMESTIC VIOLENCE AND SEXUAL HARASSMENT"

PANELISTS: Catherine F. Downing, Esq., Chair, Downing Van Dyke P.C.; Deb Piltch, Esq., Piltch Associates; Frank A. Flynn, Esq., Flynn Law Group, Massachusetts

This news just in: HUD has launched a special campaign to help protect people from sexual harassment; celebrities have been accused of physical and verbal abuse to their spouses or significant others...these issues are hot off the press. These are some of the challenges that face managers these days. This activity puts the management staff in the middle of the personal, private messiness of people's lives. In this lively and interactive panel presentation by attorneys from different states, we will explore best practices for addressing these issues, within the framework of the Violence Against Women Act and disability regulations. Learn how to manage risk and bring peace back to your property.

5 How to Create a Volunteer Network-Working with Residents and Outside Organizations

Presenters: Misty Pisani, Resident Services Manager, Peabody Properties, Inc.; Pam Niemi, Resident Services Manager, Peabody Properties, Inc.

Are you looking for effective ways to recruit, engage, and retain volunteers; more efficiently stretch your resident services budget, and increase resident and volunteer programming participation? Presenters are all highly experienced Resident Services Managers who have collectively established over 20 exemplary volunteer networks at their respective sites that include elderly, family, mixed, and veterans' properties. This interactive presentation will include best practices in recruiting and retaining volunteers from the community at large and within your own site; and how to oversee and establish an effective volunteer network at your properties. Presenters will also discuss the traps that many "fall into" that can undermine the success of your volunteer programs and how to handle the rogue volunteer.



6 Diffusing Tension in Difficult Situations (from the perspective of Maintenance Super/Tech)

Panel of Presenters: Josh Zera, Housing Management Resources; Thomas Stokes, Beacon Communities, LLC.

- There's two sides to every story; the importance of listening to both sides.
- Address problems head-on; the importance of not avoiding difficult issues.
- How to handle negative thoughts and feelings in an appropriate manner to turn them positive and productive.
- How to find common ground between parties and encourage compromise.
- Tips and tricks for handling conflicts specifically with Residents, also with vendors/contractors
- Being aware of your body language, eye contact, physical movement and people's personal space
- The importance of remaining calm, cool, collected (professional) and most importantly, positive! Even though it's easier said than done.
- When in doubt; empathize, offer support and invoke higher principles. Try to help people stay focused on the larger goal that makes the struggle worth it. Even if you can't fix or solve the problem, perhaps you can help people see the bigger picture and get past it anyway.
- Q&A session so supers and techs can bring real problems they are dealing with on their own sites to the panel for help.

TRADE SHOW EXHIBITOR SHOWCASE

3:00 PM – 3:30 PM

CONCURRENT WORKSHOPS SESSION III (1.5 CEUs) 3:30 PM-5:00 PM

7 Dealing with Domestic Violence at Your Property

Presenter: Carl Donaldson

The World Health Organization (WHO) and the Center For Disease Control (CDC) have spoken with one voice regarding Intimate Partner Violence and have determined that it is not only a worldwide problem that has costs in the Billions of dollars for most if not all major countries. Carl Donaldson will review some of the costs and issues related to Domestic Violence and abuse and provide suggestions on how we can tackle this problem in our own back yards. He will provide us with easy to learn exercises on how to manage the anxiety around it, as well as give us a basic understanding on how the legal system can do better.

8 Time Management for Maintenance Professionals

Panel Presenter: Craig Phillips, Beacon Communities

- How to block out your day to set yourself up for success
- Pro's and Con's of doing different tasks at different times of the day
- Managing service calls from residents
- Coordinating daily/weekly building/facility tasks (garbage removal, snow removal, etc.)
- Scheduling Vendors and coordinating capital project renovation work
- Turning Units (if applicable)
- Physical scheduling - how do you keep track of your day?

Company software? Online Calendar? Physical calendar in office? Pocket notepad?

- Best practices, what works best in different situations, tips and tricks, etc.

Anything else that would be helpful for members to know about!

COCKTAIL & NETWORKING RECEPTION

5:00 PM - 5:30 PM

DINNER & AWARDS RECEPTION (Plated Dinner)

5:35 PM

Don't Miss Our Awards Dinner!

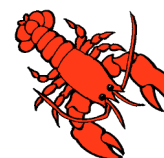
Be A Part of Something Very Special!

Drug-Free Poster Contest / Calendar Winner Awards

Community of Quality (COQ) Awards

NEAHMA Industry Awards

NAHP-e/NAHP/NAHMS/NAHMTS/CGPM



Select One Topic for the Day

**Registration: 8:00 AM - 9:00 AM Trainings: 9:00 AM - 4:00 PM
Lunch Included (Staggered Times for classes)**

A LIHTC PANEL

Presenter: Deb Piltch, Piltch Associates

This full-day class will benefit on-site staff responsible for day to day operations at a tax credit site (or who are going to be responsible for a tax credit site), compliance team members, as well as supervisors and senior leadership. Participants will have an opportunity to hear from industry leaders and monitoring entities on a variety of topics related to the tax-credit program. Topics will include, but aren't limited to:

- Acquisition/rehab deals, including what they are, how to qualify households, and the safe harbor rule;
- How to effectively conduct a rent up;
- Income averaging, including the calculation methodology of set-asides, designating units, the need to update/revise management documents appropriately, and monitoring compliance;
- Common file and physical inspection findings; and how to prevent them; and
- Year 15-what happens

B MAINTENANCE PANEL

1. Preparing for New REAC Rules and Requirements

9:00 AM –11:00 AM

Presenter: Scott Precourt, U.S. Housing Consultants

HUD REAC Inspections are transitioning to a complete overhaul over the next two years, resulting in immediate changes, and an outline to a future with very different requirements. In this course Scott Precourt of US Housing Consultants will review the new requirements, and discuss the changes expected once the new inspection protocol NSPIRE is implemented. This two hour session will also include a review of best practices that ensure you remain in compliance on your next REAC Inspection.

2. Laminated Vinyl Flooring 101

11:00 AM-1:00 PM

Presenters: Tom Kelly and Kevin Flannigan, Mohawk Industries

- Hands on program focused around installation and maintenance
- Best methods and techniques for cleaning floors on unit turns
- Maintenance of flooring including scratch repair and plank replacement
- Tips and tricks to prolong flooring life as much as possible
- Overview of different types and costs
- Pros and Cons of different styles
- Hands-On Demonstrations

**3. How To Increase General "Curb Appeal" of your Property
2:00 PM-4:00 PM**

Presenter: Bart Poulin, Greener Horizon

- Tips and tricks for ways to increase curb appeal of your property from landscaping point of view
- Protecting your landscape investment
- How to get the most from annuals and perennials
- Proper bark mulching techniques
- Proper pruning techniques for trees and shrubs
- Hardscaping 101

Q&A - Chance to present issues that you are dealing with on your own property for advice

C MOCK TRIAL AND HANDLING DISCRIMINATION TRAINING

Morning Presentation

MOCK TRIAL OF AN EVICTION ACTION IN HOUSING COURT

Presenters: Hon. MaryLou Muirhead, First Justice, Eastern Division of Housing Court Department of Massachusetts; Catherine F.

Downing, Esq., Landlord Attorney

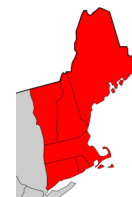
Eviiction actions can be easy to start and difficult to try. The presentation of information can be complex and challenging, particularly in the context of the fast-moving summary process procedure. Convening for the first time, NEAHMA presents an innovative program which demonstrates and explains effective techniques for presenting and defending a winning case before the Housing Court. Observe and Interact with seasoned eviction attorneys as they present key aspects of the landlord's and tenant's respective cases to a Housing Court Judge. Then hear first-hand from the Judge what presentation styles, techniques, and strategies were persuasive and effective. Bring your questions for a highly focused learning experience!

Afternoon Presentation

HANLNDING A DISCRIMINATION CLAIM, FROM START TO FINISH

Presenter: James H. Van Dyke, Esq., Downing Van Dyke P.C.

As affordable housing becomes more populated, potential applicants are putting increasing pressure to have their application approved by raising the specter of discrimination. Using role-playing, we will examine the potential pitfalls in the application process, to figure out the best practices for making sure when you receive a claim, either from HUD or from the local agency, that you are in the best position to defend yourself and your company. Starting with the claim, we will explore the information and documentation needed to file a response and position statement, including fact gathering, use of comparatives and evaluation as to the strengths and weaknesses of your defense. You will learn the best practices for resolving matters through mediation and for presenting your response. Be prepared to actively participate!



FOR 10 OR MORE LARGE GROUP REGISTRATIONS ONLY

NEAHMA ANNUAL CONFERENCE AND TRADE SHOW OCTOBER 22 & 23, 2019

FAX OR SEND COMPLETED FORM TO:

NEAHMA ■ 400 Washington Street ■ Suite 201 ■ Braintree, MA 02184, FAX (781) 380-4842

(As you want to appear on Badge)

First Name: _____ Last Name: _____

Title: _____

Company: _____

Telephone: _____ Email Address: _____

Badge Name (please print clearly): _____

PLEASE SELECT ONLY ONE (1) WORKSHOP PER SESSION:

Day 1 October 22: CEUs earned for attending Sessions I, II, III = 6 CEUs

Session I. 1. ___ 2. ___ 3. ___ Session II. 4. ___ 5. ___ 6. ___ Session III. 7. ___ 8. ___

Awards Dinner 5:30 PM ___ (Please check off if you plan on staying for the Awards Dinner, in addition to the above workshops, INCLUDED IN REGISTRATION)

Day 2 October 23: CEUs earned for attending one of these full-day trainings = 6 CEUs (Please check off one training on October 23th)

A. ___ LIHTC Panel B. ___ Maintenance Panel C. ___ Mock Trial and Handling Discrimination Training

Meeting Registration Fees: (Registration Deadline 10/11/2019)

NEAHMA Member Pricing:

Conference & Trade Show - Day 1 & Day 2	\$499	___
Conference & Trade Show - Day 1 Only	\$429	___
Conference All-Day Training - Day 2 Only	\$409	___

Non-Member Pricing:

Conference & Trade Show - Day 1 & Day 2	\$599	___
Conference & Trade Show - Day 1 Only	\$529	___
Conference All-Day Training - Day 2 Only	\$509	___

Awards Dinner Only Registration on Day One: \$75 ___



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 **Thursday, October 3, 2019**. 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 Wednesday, October 9, 2019. **Payment Policy:** All registrations must be paid in full in advance by 15 days or by the date of the training in order to participate. We thank you in advance for your anticipated prompt payment.