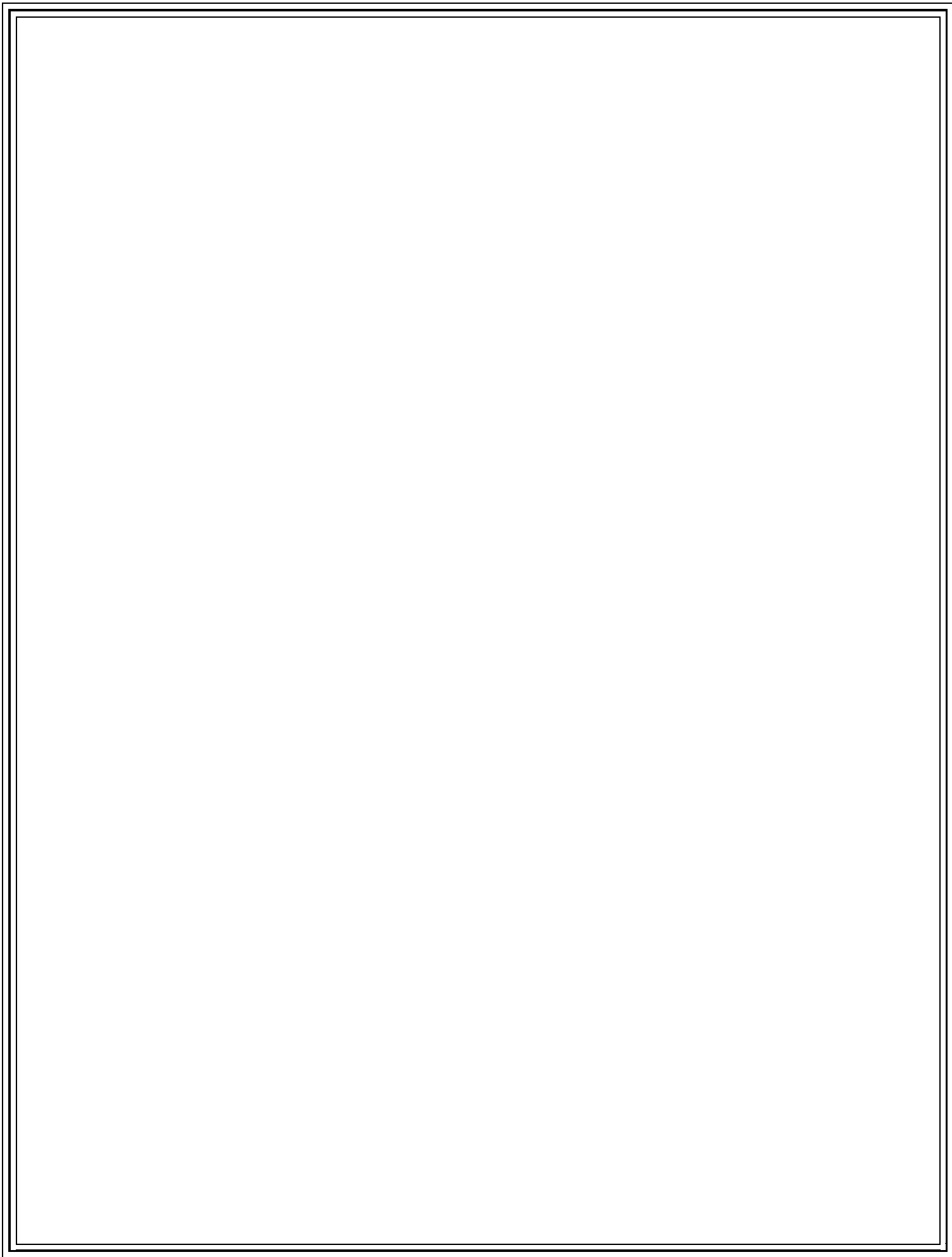




2022 NEAHMA Annual Conference and Trade Show





President's Message

Welcome to NEAHMA's 2022 Annual Conference and Trade Show!

We are thrilled to see you all in person and to be able to share two days of training, education and networking.

You will have the opportunity to learn from some of the best trainers in the industry on topics ranging from Cyber Security to REAC Updates to the Legal Issues we face as well as updates from HUD and our Agency Partners. Remember to collect your CEUs at the end of each session you attend and keep track of your progress towards your designations. NEAHMA board members will be available throughout the day to help you navigate the process of applying for designations.

We encourage you to visit the Trade Show and spend time visiting the booth and Sponsors. Everyone is eager to engage with our attendees' face to face. Our sponsors will each be raffling off prizes and while you visit their booth make sure to get your Bingo card signed to enter in the NEAHMA Drawing.

I would like to thank all of our sponsors, with a special thank you to our Platinum sponsors: Flynn Law Group, Navigate Affordable Housing Partners and Yardi. Thank you also to the Affiliates Committee members, Training and Ed Committee members and our conference chairs Bart Poulin, Affiliate Committee Chair and Chris Salamanis-Rivera, VP of T&E for all of the hard work that was done to help make this conference happen.

Thank you for attending and enjoy the day!

Kerry Dervil

NEAHMA Board President



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2022 NEAHMA Annual Conference Trade Show Agenda

Tuesday, November 8, 2022

7:30 am – 9:00 am	Conference Registration Trade Show Floor Open
9:00 am – 10:00 am	Opening Session <ul style="list-style-type: none">• Welcome, Conference Overview & Business Meeting - Kerry Dervil• HUD Update – Juana Matias Regional Administrator Department of Housing and Urban Development• Washington Legislative and Regulatory Update – Kris Cook NAHMA Executive Director
10:00 am – 10:30 am	Introductory Exhibitor Session
10:30 am – 12:00 pm	Concurrent Workshops Session I <ul style="list-style-type: none">A. Regional Agency Forum – Moderator Fern MullenB. Working with LGBTQ/T Families and Folks – Rachel Hess DoulaC. Legal Issues that Managers and RSC's face – Frank Flynn
12:00 pm – 1:30 pm	Lunch and Awards <ul style="list-style-type: none">• Agency Staff of the Year Award• Vendor of the Year Award• Tradeshow Floor Open
1:30 pm – 3:00 pm	Concurrent Workshops Session II <ul style="list-style-type: none">A. Maintaining Calm in the Face of Aggression – TLSB. Cybersecurity Is a Team Sport – Angelique NapoleonC. Project Management Best Practices – Scott Ployer
3:00 pm – 3:30 pm	Trade Show Floor Open and Vendor Raffle
3:30 pm – 5:00 pm	Concurrent Workshops Session III <ul style="list-style-type: none">A. DEI Panel Discussion – Moderator Kerry DervilB. Evictions in a Post-Covid World – Moderator Fern MullenC. Emergency Transfers under VAWA: Mission Impossible – Deb Piltch
5:00 pm – 5:30 pm	Networking/Cocktail Reception
5:45 pm – 8:00 pm	Dinner and Awards

Wednesday, November 9, 2022

8:00 am – 9:00 am	Registration
9:00 am – 4:00 pm	Concurrent Sessions <ul style="list-style-type: none">A. Tax Credits, HOME, BONDS-Hooray!!!! - Deb PiltchB. REAC – INSPIRE – Scott PrecourtC. Fair Housing Course (FHC) – Michael Martinez



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About Us:

Navigate Affordable Housing is dedicated to advancing housing choice. We act as agents of change working to revitalize communities, empower people, and strengthen the housing industry. We develop, own, and manage affordable housing properties while serving as a federal government contractor.



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Day 1 Session Descriptions

Regional Agency Forum – Fern Mullen Moderator

Panelist: Joe Crisafulli, Asset Management Division Director, US Department of Housing & Urban Development
Mark Teden, Vice President of Multifamily Housing, MassHousing
Michael DiChiaro, Assistant Director of Leased Housing, Rhode Island Housing
Tom Gerundo, Contract Administrator Coordinator, Navigate Affordable Housing
Wendy Moores, Senior Program Officer, Connecticut Housing

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 and MassHousing.

Working with LGBTQ/T Families and Folks – Rachel Hess Doula

In this interactive workshop, participants will explore the basics of LGBTQ and Transgender identities. They will also gain a deeper understand of the institutional barriers LGBTQ/T folks face. There will be ample time and activities for participants to examine and explore their own potential biases. Participants will have a deeper understanding of structural, cultural, and interpersonal homophobia/transphobia/oppression and how it affects LGBTQ/T folks when accessing services. Teaching methods include, but are not limited to, defining terms and levels of oppression as well as activities brainstorming oppression and access. Participants will have a deeper understanding of the range of LGBTQ identities, families, terms, and an opportunity to understand and practice pronoun choices.

Project Management Best Practices – Scott Ployer

Property professionals are often called-upon to perform a variety of project management oversight responsibilities and related tasks for owners. In this session, we will review how best to manage this multi-faceted process.

Learn key elements required for you to be successful including:

- Knowing the owner/client objectives
- Visualizing project goals and benefits
- Managing the process and deliverables
- Communicating with the stakeholders
- Understanding the constraints and how they impact time, costs and performance
- Scope creep and how to avoid it
- The project closeout process

Maintaining Calm in the Face of Aggression – Transformative Leadership Strategies

Participants will learn how to recognize and regulate their emotional reactions when faced with emotionally charged situations and people. They will identify specific triggers and ways to respond instead of reacting in these situations. Skills utilized will include centering, grounding and calming techniques based in mindfulness and emotional intelligence principles.

Cybersecurity Is a Team Sport – Angelique "Q" Napoleon "MrsCyberQ"

Too often the responsibilities for cyber fall on IT or the executive leadership but with today's dynamic threats it's everyone's job to practice good cyber hygiene.

- High Level overview of cyber-crime in the news (breaches, data loses and costs)
- Methods cyber criminals use to target an unwitting user
- Tips will be given on what everyone can do to protect the organization and the sensitive data and steps you can take at home to protect you and your family

Legal Issues that Managers and RSC's face – Frank Flynn

This Seminar was created using real life Questions of Managers and RSC's in dealing with resident's life issues. It utilizes real life hypotheticals to demonstrate the best practices. It also provides legal advice regarding suicide and bullying. A special focus will be on reducing Management's liability and what to do in the case of an accident on the property. Reasonable Accommodations will be discussed along with the Right To Privacy and what to do if you are called to testify. Can an RSC or Manager be held personally responsible for the violations of reasonable accommodation or VAWA? Attorney Frank Flynn and lawyers from the Flynn Law Group will examine these issues and assist your Management Team.

DEI Panel Discussion – Moderator Kerry Dervil, Peabody Properties

Panelist: Krystal Rodriguez – Peabody Properties
Tammy Jordan – Peabody Properties
David Harris – Peabody Properties

Panel Discussion of the following:

- Why is DEI important in the workplace
- What DEI means
- Steps that PPI took to implement DEI
- Steps PPI has taken to continue to maintain and grow the DEI committee

Evictions in a Post-Covid World . . . and how to avoid them

Panelists: Anthony Coletta, Downing Van Dyke
Inessa Shur, AMPS Law
Jeff Turk, Turk & Quijano
Maxwell LaFrance, Bender Anderson and Barba

We are pleased to have Attorneys from all over New England sharing their thoughts on the challenges and opportunities presented to the Court following the pandemic as well as the impact of the various statutes and regulations on the court process going forward.

Management companies have been faced with many different, interesting issues over the last several years, particularly with regard to legal actions brought to enforce terms of the tenancy in a post-Covid world. In this lively and interactive panel presentation, including attorneys from different New England states, we will learn about the statutory and regulatory requirements for court actions, will explore best practices for complying with those requirements, and how to avoid having to even entering the Court system.

Emergency Transfers under VAWA: Mission Impossible

If your site is funded or financed with a federal housing program it must comply with the Emergency Transfer Provisions under the Violence Against Women Act (VAWA). Are you prepared for monitoring agencies checking compliance with this requirement? It's coming!!!! Ever wonder what a site is required to do? How to do it effectively? Tried to comply and been unable to figure out what to do and how to do it? For many of us in the industry providing an emergency transfer for a victim of domestic violence, dating violence, sexual assault, or stalking, has been an "impossible" task. Why is that? Come join the conversation about the barriers to comply with this requirement, and the efforts NEAHMA and monitoring agencies are involved with to facilitate our ability to resolve the practical realities of implementing this requirement and to make sure , to make what feels impossible, possible.

Day 2 Session Descriptions

Tax Credits, HOME, BONDS-Hooray!!!!

Wondering what the IRS's new rule on Income Averaging is and how it works? Want to learn how to prepare when you're thrown into helping on an acquisition- rehab, or you've just been told your existing tax credit site has just received a new allocation of credits? What about how to calculate income and assets from sources you've never heard of or are unfamiliar with? Want to learn about how to identify fraud-both resident and management? How about the HOME and Bond Program rules that are often ignored? Come join us for a fun filled day discussing some of our favorite affordable housing programs rules, and hearing from monitoring and experts in the industry on topics such as these.

REAC Updates – Scott Precourt, US Housing Consultants

Join Scott Precourt for a review of REAC Today – current rules, best practices, and a breakdown of the coming changes to REAC. HUD has announced that as of next October, all REAC Inspections will use “NSPIRE” a new set of rules and requirements that place a greater focus on health and safety standards. We'll break down NSPIRE and what you need to know today to prepare for next year's changes, this includes new rules which will require investments to meet HUD's new standards. We'll also review what you need to do today to succeed on REAC inspections, and how to best understand the process.

Fair Housing Course (FHC) – Michael Martinez

The Fair Housing Compliance (FHC) course is a comprehensive program offered by the National Affordable Housing Management Association (NAHMA) which trains management staff to understand complex federal fair housing requirements. The trainer will also note the major areas where New England states have stricter requirements which must be followed in that state. Each participant will receive a paper copy of the NAHMA Fair Housing manual and a diskette with updated appendices consisting of statutes, regulations and applicable HUD guidance. The full day course consists of lectures and PowerPoint and a two-hour open book exam. Participants should bring post it notes, highlighters or other methods of marking important items in the manual for quick reference during the test. Individuals must pass this exam to obtain the FHC designation. The FHC is a requirement for NAHMA's National Affordable Housing Professional (NAHP) certification program. All participants who successfully complete the course will receive a FHC certificate and pin and be listed in NAHMA's Online Credential Directory.

On behalf of NEAHMA I would like to personal thank all of our Instructors, Panelist, Moderators and volunteers! This event could not be a success without your help!

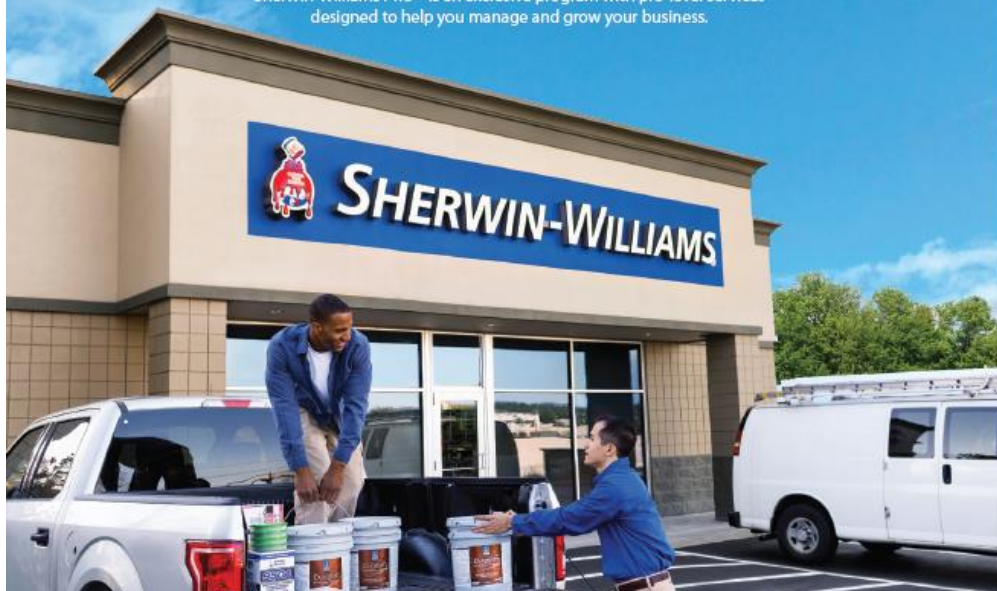
Chris Salamanis-Rivera

Vice President, NEAHMA Training and Education



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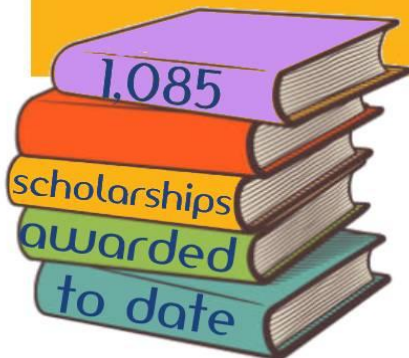
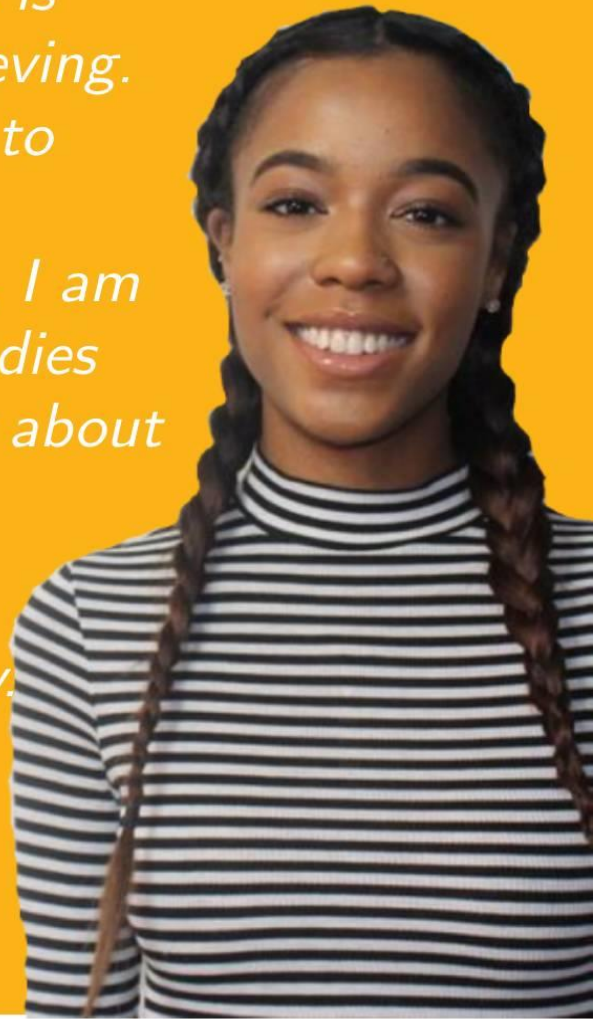


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Stable Path Apartments – Provincetown, Massachusetts
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University of Massachusetts – Amherst
Junior
Major: Physics

Chen, Wendy

Charles Newtown Cooperative – Boston, Massachusetts
WinnResidential
University of Massachusetts – Amherst
Sophomore
Major: Biology

Dainom, Selemawit

Fresh Pond Apartments – Cambridge, Massachusetts
Schochet Company
University of Massachusetts – Boston
Freshman
Major: Nursing

De Jesus Olivero, Yorlenis

The Anne M. Lynch Homes @ Old Colony – Boston, Massachusetts
Beacon Communities
University of Massachusetts – Boston
Freshman
Major: Criminal Justice

Fakir, Shahnawaz

Fresh Pond Apartments – Cambridge, Massachusetts
Schochet Company
Boston University
Sophomore
Major: Computer Science

Frazier, Isaac

Georgetowne Homes – Hyde Park, Massachusetts
Beacon Communities
Curry College
Freshman
Major: Business

Gunawan, Emerald

Market Mills Apartments – Lowell, Massachusetts
Peabody Properties
Rensselaer Polytechnic Institute
Junior
Major: Architecture

Han, Ying Lin

Castle Square Apartments – Boston, Massachusetts
WinnResidential
Simmons University
Junior
Major: Exercise Science

Huang, Emily

Charles Newtown Cooperative – Boston, Massachusetts
WinnResidential
Boston University
Sophomore
Major: Hospitality

Li, Stephen

Castle Square Apartments – Boston, Massachusetts
WinnResidential
Boston College
Sophomore
Major: Undeclared

Mayol, Priscila

Wiggin Village – Providence, Rhode Island
WinnResidential
University of Rhode Island
Junior
Major: Youth Development

Mei, Gary

Charles Newtown Cooperative – Boston, Massachusetts
WinnResidential
University of Massachusetts – Amherst
Freshman
Major: Accounting

Museau, Mayetha

Stony Brook Commons – Roslindale, Massachusetts
First Realty Management
University of Massachusetts – Lowell
Sophomore
Major: Psychology
Ortiz, Jannilette
Wiggin Village – Providence, Rhode Island
WinnResidential
Rhode Island College
Sophomore
Major: Undeclared

Shires Freeman, Courtney

Edmands House – Framingham, Massachusetts
Beacon Communities
Mass Bay Community College
Junior
Major: General Studies

2022-2023 NAHMA Educational NEAHMA Scholarship Recipients

Tan, Felix

Charles Newtown Cooperative – Boston, Massachusetts
WinnResidential
Stonehill College
Junior
Major: Psychology

Tenno-Adodo, Ikponmwonsa

Brownstone Apartments – Boston, Massachusetts
Peabody Properties
University of Massachusetts – Boston
Senior
Major: Nursing

Trinh, Tiffany

Charles Newtown Cooperative – Boston, Massachusetts
WinnResidential
Boston University
Freshman
Major: Undeclared

Tsoi, Grace

Castle Square Apartments – Boston, Massachusetts
WinnResidential
University of Massachusetts – Amherst
Sophomore
Major: Economics

Webb, Dalton

Mashpee Village – Mashpee, Massachusetts
The Community Builders
Northern Vermont University
Junior
Major: Music Business Industry

Zhao, Richard

Castle Square Apartments – Boston, Massachusetts
WinnResidential
Suffolk University
Sophomore
Major: Computer Science



Credential for Green Property Management™

For more information on *How To Earn Your Maintenance Credentials*, visit the NAHMA website at nahma.org, or contact NEAHMA office at 781-380-4344

The National Affordable Housing Management Association (NAHMA) and National Apartment Association Education Institute (NAAEI) offer the Credential for Green Property Management™ (CGPM™) to on-site managers, maintenance staff and supervisors of front-line staff based on green building principles and best practices, and HUD Office of Affordable Preservation (OAHP) - established guidelines, with training offered by OAHP-recognized trainers. The Credential for Green Property Management will provide management companies and owners a mechanism for meeting their initial and ongoing training commitments to OAHP if they have opted for a green Mark-to-Market restructuring.

The Credential for Green Property Management is not restricted to employees of management companies who have opted for OAHP green restructuring. This credential will also benefit on-site managers, maintenance staff and supervisors of front-line staff at other affordable and conventional apartment communities employing Green Operations and Maintenance Practices.

Credential holders will learn the latest techniques and technologies for making cost-saving green improvements at properties.

2022 Communities of Quality® Awards Competition



How to Enter

1 STEP ONE: BECOME A NATIONALLY RECOGNIZED COMMUNITY OF QUALITY PROPERTY

To enter the 2022 Communities of Quality Awards competition, a property must first apply for and achieve National Recognition as a NAHMA Community of Quality with a minimum score of 325 points on its National Recognition application. The deadline for submitting your application to become a Nationally Recognized Community of Quality is **Sept. 1, 2022**. (For properties that have scored 325 points on past applications, see step 2.)

Detailed application information and submission materials for the NAHMA Communities of Quality National Recognition program are available on the NAHMA website at www.nahma.org, click on the Communities of Quality or COQ navigation links. Or, if you would prefer to have these materials emailed to you, please check the appropriate box on the entry form panel of this brochure and mail it to NAHMA, COQ National Recognition Program, 400 N. Columbus St., Suite 203, Alexandria, VA 22314.

>> **If your property initially received less than 325 points when your COQ National Recognition application was first submitted to NAHMA, you may elect to update this original application to earn more points if you have made improvements to your property since then.** Simply photocopy your original COQ application (application only, not original supporting documents), and use a colored marker and highlighter to edit the form and indicate where changes have been made and new points should be awarded. Please send the updated application—and documentation that supports the edits made—directly to NAHMA at the address above, with a check payable to NAHMA for \$25 (record administration fee). *Please note that this limited score updating process does not impact the requirement that every COQ property must renew every two years from the original date of entry into the program; renewal notices are mailed each summer.*

2 STEP TWO: IF YOU'RE CURRENTLY NATIONALLY RECOGNIZED—YOU'RE READY TO ENTER

If your property has already earned National Recognition status as a NAHMA Community of Quality—and received 325 or more points on the National Recognition

application—then you're ready to enter the 2022 Communities of Quality Awards competition! Properties that competed in a previous COQ Awards program but did not win are invited to reapply for the 2022 awards program; previous award winners are not eligible to reenter.

3 STEP THREE: YOUR AWARDS ENTRY MATERIALS

Your COQ Awards competition entry materials will consist of the following:

1. The National COQ Recognition Program application you have already submitted. You do not need to resubmit a copy of the application; NAHMA will refer to the copy it has on file.
2. The entry form panel from this brochure, designating which of the five categories you will be competing in. Management companies are invited to enter more than one category and/or multiple entries in a single category; **however, each property may only be entered in one category.** Please copy the entry form panel from this brochure and submit a separate form and separate essay for each entry.
3. 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.
4. For Best Turnaround Property entrants only—at least four "before" and four "after" pictures.

Applications should be submitted to the National Affordable Housing Management Association by **Nov. 3, 2022**. Please email your PDF application to NAHMA at pwashington@nahma.org with the subject line: NAHMA COQ Award.

Questions? Please contact Paulette Washington, 703-683-8630 ext. 110 or pwashington@nahma.org, or visit the Awards & Contests tab at www.nahma.org.

Please note local Affordable Housing Management Associations (AHMAs) will also be honoring NAHMA Communities of Quality program participants. Please check locally for your AHMA's program details; a directory of the AHMAs is available at the NAHMA website.



NATIONAL ACCREDITED HOUSING

Maintenance Technician (NAHMT) Maintenance Supervisor (NAHMS) Credentials

The National Accredited Housing Maintenance Technician[™] (NAHMT[™]) and National Accredited Housing Maintenance Supervisor[™] (NAHMS[™]) credentials were conceived and designed to recognize those apartment housing maintenance professionals, who, through their completion of strict NAHMT and NAHMS requirements, have met the highest possible industry standards.

Earning the NAHMT or NAHMS credential will demonstrate a commitment to extensive professional development to peers and employers. NAHMA's credential programs are well respected in the industry. Most importantly, NAHMT and NAHMS professionals, through their commitment to the NAHMT/NAHMS Code of Ethics, are dedicated to providing safe and decent housing to all eligible residents.

Education Requirement for both NAHMT or NAHMS:

Successful completion of a total of 16 hours of training over a five-year timeframe: (See NAHMT/NAHMS Credential Application for details.)

Experience Requirement for NAHMT:

All NAHMT candidates must accumulate a minimum of 2 years of experience in apartment housing maintenance position(s).

Experience Requirement for NAHMS:

- All candidates must accumulate a minimum of 3 years of experience in apartment housing maintenance position(s).
- All candidates must supervise/manage a minimum of one staff person in addition to themselves.



NAHMA
NATIONAL ACCREDITED HOUSING MAINTENANCE ASSOCIATION

The certified NAHMT or NAHMS professional will be entitled to use the NAHMT or NAHMS designation on business cards and letterhead. In addition, each NAHMT or NAHMS will be listed in NAHMA's online NAHMT/NAHMS national directory.

Continuing Education

The NAHMT or NAHMS credential holder will need to maintain their active status by completing 4 continuing education units per year.

For more information visit www.nahma.org and click on Education/Credentials or call the NAHMA Education Department at (703) 683-8630, x117.



Please record each hour of training that is completed under the appropriate column on the next page. Please retain ALL back-up documentations you receive from the courses you attend. You will need to submit that paperwork as "back-up" documentation along with your application. All work experience must be documented in the application as well.

Please see application for detailed educational requirements for the NAHMT and NAHMS.

Congratulations *Tiffany Gunawan*

Market Mill Apartments

Carol Davidson
Memorial Award



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