

# The 2018 Oregon AHMA Annual Affordable Housing Conference

The Riverhouse Convention Center, Bend, Oregon

## Thursday, June 14 – Owner/Agent Track

### Building Envelope 101

Speaker: Clint Arp, J.R. Johnson

*Appropriate for owners, agents, and supervisors of all subsidies*

Do you know as much about identifying potential structural problems as your maintenance techs do? This session will address the challenges of owning or managing multifamily housing in the damp Pacific Northwest climate: proper material selection and application, as well as the consequences of both short and long term water intrusion.

### How to Handle Fair Housing Complaints

Speaker: Leah Sykes, Attorney at Law

*Appropriate for owners, agents, and supervisors of all subsidies*

Join landlord-tenant law expert Leah Sykes for an in-depth review of the proper procedures for handling a fair housing complaint. Bring examples, if you have them, to contribute to the discussion!

## Thursday, June 14 – LIHTC/HOME/Bond/Grant Track

Track Speakers: Jennifer Marchand and the OHCS Compliance Team

*Appropriate for owners, agents, and supervisors of LIHTC, HOME, Grant, and Bond-financed housing*

### What you can expect when OHCS decides to inspect!

In this session, OHCS staff will share tips and tricks for passing your next property physical review or file audit. Describing common findings and mishaps from the 2017 reporting season, OHCS will walk you through the whole inspection and rating process to help you better understand why they ask for specific information and how you can submit it in a timely and efficient manner.

Topics will include the following and much more:

- ☆ General overview of OHCS LIHTC/Bond/HOME/Grant program scheduling & inspection process
- ☆ How to complete & submit the MRQ (Management Review Questionnaire) & inspection paperwork
- ☆ Why timeliness is so important
- ☆ Vacancy and turnover reporting
- ☆ How to submit a complete response
- ☆ How to prepare for a satisfactory review
- ☆ How to ask for and qualify for an extension
- ☆ How to avoid common mistakes resulting in a "Does not Meet" rating
- ☆ Why what you do matters to the property owner
- ☆ Consequences of non-compliance
- ☆ Basic IRS 8823 noncompliance reporting requirements
- ☆ General OHCS inspection closing and rating process

**This track continues on the next page →**

## Thursday, June 14 – LIHTC/HOME/Bond/Grant Track, *continued*

### The Basics of Utility Allowance Calculations for LIHTC/HOME and Grant programs

We will explore how to choose and apply the correct Utility Allowance based on the property funding. Topics include the following and more:

- ☆ Acceptable UA methods for LIHTC
- ☆ Acceptable UA methods for HOME (Pre and post 8/2013 funding)
- ☆ The energy consumption model and qualification process
- ☆ How to change a property UA methodology
- ☆ Basics of UA calculation for mixed funded properties

### How to Calculate and Apply Rent Reductions to be in Compliance with OAHTC (Oregon Affordable Housing Tax Credit)

We'll focus on new and important information offering guidance on how to apply the required OAHTC rent reduction. Topics include the following and more:

- ☆ General overview of OAHTC
- ☆ Rent reduction requirements of OAHTC
- ☆ How to apply rent reductions and meet compliance requirements
- ☆ OAHTC rent reduction exemptions
- ☆ OAHTC and voucher holders (HCV)
- ☆ OAHTC and PBV
- ☆ Reporting requirements for OAHTC

### HOME Program Update

A robust discussion of new compliance updates regarding the OHCS HOME program! Topics include the following and more:

- ☆ General overview and summary of the OHCS 2017 HUD HOME review and how we can all learn & benefit from the HUD notations and findings
- ☆ Common mistakes that lead to HOME non-compliance
- ☆ How to respond to an OHCS HOME inspection

## Thursday, June 14 – Maintenance Track

### Violence in the Workplace: De-Escalation Tools & Techniques

Trainers: **Greg Burns and Steve Harris, Tactical Training Academy**

*This course is appropriate for anyone and everyone working in affordable housing, **especially** onsite staff.*

Maintenance techs spend more time in the units than any other member of the housing team, putting them at high risk for encountering workplace violence. The goal of this short but powerful training is to empower attendees to prevent, recognize, and act in a successful manner regarding violent events in the workplace.

**Maintenance track session descriptions continue on next page →**

## Thursday, June 14 – Maintenance Track, Continued

### Work Order Policies & Procedures

Trainer: **Jeff Boyd, Working Knowledge Resource**

*This session is appropriate for maintenance techs, managers, and compliance staff.*

Every day the Work Order (WO) dictates the work to be done to the property and units. Written Policies & Procedures on how and when to schedule, start, perform, and complete the needed service and repairs provide consistency, fairness, and guidance. Without these written documents, the management company, property, and staff can be open to Fair Housing complaints. Join us to review the practices that inform your daily routine to make sure everyone you serve is treated timely and fairly.

### Documenting the Turn

Trainer: **Jeff Boyd, Working Knowledge Resource**

*This session is appropriate for maintenance techs, managers, and compliance staff.*

Documentation is so important, especially before, during, and after a resident moves out. Timely completion of the necessary work, and submitting the correct documents, can make the difference between a turnover finished quickly and accurately and one that is a challenge to the property, as well as the former and future residents. We'll review the paperwork needed to document all the charges due to the property and/or the former resident and tips for fairly pursuing the needed actions.

### Paper or Plastic

Trainer: **Jeff Boyd, Working Knowledge Resource**

*This session is appropriate for maintenance techs, managers, and compliance staff.*

Tools of the trade now includes mobile devices such as laptops, tablets, and smart phones. You can utilize technology to do everything you now do by pen and paper, only better! Explore the pros and cons of each system to determine what might be right for your company, property and staff.

## Thursday, June 14 – HUD Occupancy Track

### Part I: HUD Occupancy Challenges with Angela Yardley, OHCS

*This session is appropriate for site staff, upper management, and compliance staff of HUD properties.*

Angela Yardley will discuss four crucial aspects of HUD property management:

- ☆ MORs: What to expect and how to prepare for a PBCA MOR, from the confirmation letter to the response due.
- ☆ EIV: An in-depth discussion of those vexatious discrepancy reports!
- ☆ The Waitlist: Maintaining a waitlist in accordance with the property's Tenant Selection Plan
- ☆ File Organization
  - a) Creating a file order checklist
  - b) Order of documents
  - c) Record retention policies and procedures
  - d) Record destruction protocols
  - e) Examples of model files

## Thursday, June 14 – HUD Occupancy Track, *continued*

### Part II: HUD Occupancy Challenges with Amanda Gross, E&A Team

*This session is appropriate for site staff, upper management, and compliance staff of HUD properties.*

Amanda Gross tackles these topics!

- ☆ HUD's streamlining Interim Final Rule
- ☆ HOTMA (Housing Opportunities Through Modernization Act)
- ☆ E-Signature & E-Storage - Electronic signatures and electronic storage of tenant files
- ☆ Q&A – Anything goes!

## Thursday, June 14 – General Track

### Fair Housing Focus Class

**Speaker: Amanda Gross, E&A Team**

*This session is appropriate for site staff, supervisors, and compliance specialists of all subsidies.*

Dynamic trainer Amanda Gross will focus on these aspects of Fair Housing Law

- ☆ Reasonable Accommodation Requests
- ☆ House Rules
- ☆ Advertising (AFHMP)
- ☆ Tenant Screening

### VAWA: The Occupancy Challenges

**Speaker: Amanda Gross, E&A Team**

*This session is appropriate for site staff, supervisors, and compliance specialists.*

Later in the afternoon, Attorney Leah Sykes will address VAWA as law. In this session, Amanda Gross will discuss VAWA from the occupancy perspective.

- ☆ Denial of tenancy or assistance
- ☆ Termination of assistance or tenancy
- ☆ Lease bifurcation
- ☆ Emergency transfers
- ☆ Notification and documentation requirements

### Three Topic Skill-Sharpener!

**Speaker: Leah Sykes, Attorney at Law**

*This session is appropriate for site staff, supervisors, and compliance specialists.*

Three topics addressed by our favorite landlord-tenant law expert!

- ☆ Neighbor on neighbor harassment: What is harassment? How do you investigate and handle it?
- ☆ VAWA: Rule of Law: Do you understand it well enough to implement it?
- ☆ HUD's guidance on use of criminal records by housing providers: Disparate impacts, fair housing laws, and case by case decision making.

**FRIDAY session description on the next page →**

## Friday, June 15 – Morning Plenary

### The Annual, Fair Housing/Landlord-Tenant Law No-Question-Is-Too-Crazy Plenary!

Speaker: Leah Sykes, Attorney at Law

*Appropriate for everyone!*

This 'anything goes' session is back by popular demand. Leah challenges you to bring your most sticky wicket/tricky situations for her resolve. Audience involvement is part of the fun! And then there's Leah's zany stories of life in the landlord-tenant law court!

To get us started, Leah will discuss recent updates to fair housing and landlord-tenant laws. From there, she'll address attendees' concerns, confusion, and conundrums about e-cigarettes, pets, service animals, sexual harassment, trespassers, medical marijuana, eviction, protected classes, hoarding, pet poop, poor housekeeping, and anything else that's driving you crazy. It's all open to debate and discussion! Don't leave early, because this plenary is lively and loaded with great information.