

The 2024 Oregon AHMA Annual Affordable Housing Conference

The Riverhouse Convention Center, Bend, Oregon

Schedule of Tracks/Sessions for THURSDAY & FRIDAY May 16 & 17, 2024

➤ ***Tracks time frame: 8 am to noon and 1 pm to 5 pm, with breaks***

The Thursday Maintenance Track

Track Presenter: Zach Howell, BEAR Consulting Services

MORNING SESSIONS

The Psychology of Maintenance, 90 minutes

Appropriate for owners, agents, portfolio managers, maintenance techs, and managers.

Who is a Maintenance professional and why do they do what they do? This session is an in depth look at the industry, how we do things, why we do things and understanding that the way we think can have a massive impact on our work life, and ultimately our work product. ***We will look at many obstacles faced in the trade and seek answers to how we can overcome these obstacles with residents, managers, and co-workers.*** We'll cover:

- How should I be mentally prepared for this type of work?
- What should I understand about myself that will help me be successful within this specialized trade of maintenance?
- What is it about this type of work that inspires me, and how do I keep that inspiration through the turmoil of the day to day grind?

Managing Indoor Air Quality, 90 minutes

Appropriate for owners, agents, portfolio managers, maintenance techs, and managers.

Many times, we have to deal with IAQ issues whether it be organic growth or smells, or something else altogether. This course will discuss the sources of these IAQ issues and share proven resolutions with the attendees. Usually, these issues can be solved fairly easily and inexpensively ***if you have some ready-made responses and systematic approaches.***

AFTERNOON SESSIONS

Appropriate for owners, agents, portfolio managers, maintenance techs, and managers.

Out of Sight, Out of Mind, 90 minutes

There are so many small things that occur on our sites that are a bit out of the maintenance purview, but these items are critical for the proper operation of the asset. Things like fire safety components, elevators, accessibility issues, and landscaping, to name a few. ***These items may not be the direct responsibility of the maintenance staff, but techs still need to have an understanding of these systems in order to be ready to react if there are issues.*** This session will introduce and give an overview of the main systems that your maintenance staff should know and have a basic cursory knowledge of.

Project Management Essentials, 90 minutes

Appropriate for owners, agents, portfolio managers, maintenance techs, and managers.

This will be the crash course into ***what your maintenance staff should understand*** about managing small or larger projects.

- How to preplan
- How to develop scopes, collect bids, vet contractors
- How to select the right person for the job
- How to mediate between residents, staff, and contractors
- Tips for overseeing the work being performed within the project as well as understanding the financial impacts.

The Thursday Soft Skills Track

MORNING SESSION, 3.5 hours

Harmonizing Differences: Cultivating Healthy Conflict in Pursuit of Team Excellence

Appropriate for owners, agents, portfolio managers, maintenance techs, and managers.

We all communicate in different ways and have different styles when it comes to how we interact in teams. As a team, we generally have the same goals, but as individuals, we sometimes don't see eye to eye when it comes to how we reach those goals. ***This session will give you insight into your communication style and the styles of your team members to help you participate in your team's collaborative process.*** You'll learn specific ways you can communicate, both verbally and in writing, in ways that turn conflict into opportunities to achieve your collective goals.

Presenter: Miley Stanton-Flowers, Schnitzer Properties

AFTERNOON SESSION

Navigating Tricky Tenants, 3.5 hours

Appropriate for owners, agents, portfolio managers, maintenance techs, and managers.

Spend this session exploring ***some conflict resolution techniques***, tenant on tenant conflict mediation and more. This is an all-afternoon session, so that you have lots of time to ask questions and strategize with our presenters.

When we spend a lot of time in this space, it is easy to forget our own wellness. Navigating tricky tenants can be a stressful endeavor. This session will work through some situational conflicts as well as ***techniques to de-escalate tension***, reduce stress and take care of yourself and your team when all parties are elevated.

Presenters: Jessica Blakely and Melanie Fletcher, Salem Housing Authority

The Thursday HOME/LIHTC Track

MORNING SESSIONS

Working with Your Local Housing Authority, 2 hours

Appropriate for managers who work with housing choice vouchers or project-based vouchers.

Do you find Section 8 to sometimes be confusing or challenging to work with? Join us for a session to dispel myths and rumors about the program and to help you build a positive working relationship with your local Housing Authority. We will cover best practices for most Housing Authority processes and will talk about how to avoid pitfalls with the program.

Presenters: Lynette Brown and Melanie Fletcher, Salem Housing Authority

Correcting Non-Compliance in LIHTC Properties, 2 hours *(carries over into the pm session)*

Appropriate for compliance staff and managers working with LIHTC funding.

This session provides useful information on **how to identify and correct issues of tax credit non-compliance issues** and the impact the non-compliance issues have on an owner's credits.

Topics covered include, but are not limited to:

- Overview of how credits are calculated
- Types of non-compliance
- Determining non-compliance
- Identifying solutions
- Credit recapture
- Tips for restoring the applicable fraction & minimum set-aside

Presenter: Amanda Gross, US Housing Consultants

AFTERNOON SESSION

HOME & LIHTC Compliance Challenges, 2.5 hours

Appropriate for compliance staff and managers working with layered HOME and LIHTC funding.

HOME funds are commonly used as gap financing for LIHTC projects; however, **the compliance requirements for the two programs can vary significantly** in certain vital areas, including, but not limited to: verification requirements, gross rent calculation, treatment of over-income households, lease terms & termination notices. Our instructor will provide valuable guidance and resources to help housing providers comply with the multitudinous regulations for projects layered with HOME funds and LIHTC.

Presenter: Amanda Gross, US Housing Consultants

The Thursday OHCS Track

MORNING SESSION

Preparing for a Management and Occupancy Review (MOR), 3.5 hours

Appropriate for portfolio managers, compliance staff and managers whose properties are subject to MORs.

Many owner/agents may feel overwhelmed by MORs. In this comprehensive morning session, we will describe all the components of an MOR:

- Scheduling,
- REAC inspection follow up,
- Management interview,
- Tenant file review,
- EIV master file, and more.

We will break down the MOR process from start to finish and answer any questions you have along the way. ***We will also discuss the HUD contract administration section's role in responding to tenant health and safety issues and general concerns.***

Presenters: Casey Sparks, Darren Pitzer and Valerie Duncan, OHCS

AFTERNOON SESSIONS

Rent Increase Requests & Utility Allowances, 90 minutes

The Asset and Preservation Management team will review OHCS' Rent Increase Policy, describe the three basic submission processes, and ***offer tips on streamlining your rent increase submission*** process.

Presenters: JR Rae-Ryan, Jodi Erickson, & John Cieri, OHCS

Management Agent Changes, 90 minutes

The Asset and Preservation Management team will review ***OHCS process for reviewing and approving Property Management changes***, the Management Agent Packet requirements, the conditions of approval, and important timelines related to management agent changes.

Presenters: Renee Hall & Chrislyn Prantl, OHCS

SEE PAGE 5 FOR INFORMATION ON THE FRIDAY PLENARY...

The Friday Plenary

MORNING SESSION

A Grab Bag of Fair Housing & Landlord-Tenant Law Topics! 2.5 hours

Appropriate for everybody who works in subsidized, multifamily housing.

Join our favorite landlord-tenant law attorney, Leah Sykes, for a lively discussion that you can't afford to miss! We'll start out with an update to fair housing and LL-T laws, (if any) and from there, we'll take a deep dive into the following topics:

- BOLI: who/what/where/and just what does this agency have to do with you at your job?
- A discussion of best practices for avoiding discrimination complaints.
- Bad behavior and evictions:
 - What to do when the tenant won't let you or inspectors into the unit.
 - Dealing with aggressive tenants – toward you and toward other tenants.
 - The top five violations that lead to eviction.
 - Anticipating repercussions when you have to evict a tenant? Here are some steps to take to protect yourself.

Bring your burning questions or sticky wicket scenarios to share with Leah!