



The Oregon Affordable Housing Management Association Presents
Best Practices for Communicating with Residents
LIVE WEBINAR

Wednesday, December 9, 2026, 1:30 pm to 3 pm

Communication is a skill and an art - especially when it comes to having to communicate complicated and sometimes unpleasant realities to the resident of an affordable housing property. Role playing, shared success stories and rules for keeping your cool, participants will learn how to come out an ally instead of an adversary to those residents that have a lot of "issues".

Our Instructor: Gwen Volk has provided training and consulting services in 36 states through Gwen Volk, InFocus, Inc. She has extensive knowledge and experience in Section 42 low-income housing tax credit, tax-exempt bond, HOME, Section 8, 236, 202 PAC, 202/811 PRAC and Rural Development programs.

Tech Advice: Please participate on a desktop or a laptop computer. An ethernet connection is preferable.

To Register: Please fill out and email this fillable form to oregonahma@frontier.com or, print the form, fill out by hand, then scan/email to oregonahma@frontier.com

FINAL Registration Deadline: Tuesday, December 8, 2026

Special Holiday Registration Fees:

- For AHMA members: \$65 per person
- For non-members: \$85 per person

Payment Options: **(WE DO NOT INVOICE.)**

- ◆ Pay by PayPal on this page of our website:
http://www.oregonaffordablehousingmanagement.com/education_schedule.htm
- ◆ **No PayPal account?** You can use PayPal as a **guest** by following the instructions in the PayPal shopping cart.
- ◆ Or, send your check to Oregon AHMA, P.O. Box 1135, Forest Grove, Oregon 97116
- ◆ Payment is due by Tuesday, December 8. Login is contingent upon payment. Student substitutions are fine.

CEUS: This class fulfills 1.5 CEUs for those with broker or property management licenses.

Questions? Contact Oregon AHMA Director Maggie Meikle at oregonahma@frontier.com

Please fill out this section of the form and email it to: oregonahma@frontier.com

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Contact Person _____ Email Address _____