



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

**LIVE WEBINAR – FREE Training**

Wednesday, December 17, 2025, 10 am to 11:30 am, PST

➔ **Registration is limited to 35 attendees**  
(Limited to five people per organization)

*Back by popular demand!!*

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. Through role playing, sharing success stories, and learning techniques 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, “**save,**” and email this fillable form to [oregonahma@frontier.com](mailto:oregonahma@frontier.com).

***Registration for this free webinar is on a ‘first come, first served’ basis.***

**FINAL Registration Deadline:** Tuesday, December 16, 2025

Webinar Registration Fees: Happy Holidays - This is a FREE training!

CEUS: This webinar fulfils 1.5 CEUs.

Questions? Contact Oregon AHMA Director Maggie Meikle at [oregonahma@frontier.com](mailto:oregonahma@frontier.com)

***Please fill out this section of the form and email to [oregonahma@frontier.com](mailto:oregonahma@frontier.com)***

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Organization \_\_\_\_\_

Contact Person \_\_\_\_\_ Email Address \_\_\_\_\_